

**REQUEST FOR PROPOSAL**

**(ISSUED ONLY TO DESIGNATED LIST OF PRE-QUALIFIED VENDORS UNDER THE MANAGED SERVICES ITQ # 1216185007)**

**RFP COVER SHEET**

**Administrative Information:**

|   |   |  |                   |
|---|---|--|-------------------|
| <b>TITLE OF RFP:</b>  | <b>Drupal Managed Services</b>  | <b>RFP Number:</b>                           | <b>1217185012</b> |
| <b>Agency:</b>  | Dept. of Administrative Services on behalf of Office of the Chief Information Officer                     |  |                   |
| <b>State seeks to purchase:</b>   | Drupal content management system support and maintenance  | <b>Available to Political Subdivisions?</b>  | No                |
| <b>Number of mos. or yrs. of the initial term of the contract:</b>  | <b>1 year</b>   | <b>Number of possible annual extensions:</b> | <b>9</b>          |
| <b>Initial Contract term beginning:</b>   | Date: 06/15/2017  | <b>Ending:</b>                               | Date: 06/14/2018  |
| <b>State Issuing Officer:</b>   |   |  |                   |
| Name: Ken Discher   |   |  |                   |
| Phone e-Mail and Fax: P: (515) 281-6380   email: <a href="mailto:ken.discher@iowa.gov">ken.discher@iowa.gov</a>   F: (515) 725-2064   |   |  |                   |
| Mailing Address: Department of Administrative Services (DAS)<br>Central Procurement and Fleet Services Enterprise<br>1305 E. Walnut St.<br>Hoover Bldg. – Level 3<br>Des Moines, IA 50319 |   |  |                   |
| <b>PROCUREMENT TIMETABLE—Event or Action:</b>   |   | <b>Date/Time (Central Time):</b>             |                   |
| State Posts Notice of RFP on TSB website  |   | <b>2/23/17</b>                               |                   |
| State Issues RFP  |   | <b>2/27/17</b>                               |                   |
| RFP written questions, requests for clarification, and suggested changes from Contractors due (Email Questions to: <a href="mailto:Ken.Discher@iowa.gov">Ken.Discher@iowa.gov</a> ):      |   | <b>3/8/17</b>                                |                   |
| Agency’s written response to RFP questions, requests for clarifications and suggested changes due:  |   | <b>3/15/17</b>                               |                   |
| <b>Proposals Due Date:</b>  |   | <b>Date: April 10, 2017</b>                  |                   |
| <b>Proposals Due Time:</b>  |   | <b>Time: 3:00PM</b>                          |                   |
| <b>Approximate Date to issue Notice of Intent to Award:</b>   |   | <b>Date: 5/15/17</b>                         |                   |
| <b>Approximate Date to execute contract:</b>  |   | <b>Date: 6/15/17</b>                         |                   |
| <b>Relevant Information:</b>  |   |  |                   |
| <b>ITQ Contract Terms and Conditions:</b>   | See RFP Section 6. Agreed to by all pre-qualified ITQ contractors as part of the ITQ #1216185007 process. |  |                   |
| <b>Number of Copies of Proposals Required to be Submitted:</b>  |   | 1 Original, 1 Digital, & 2 Copies            |                   |
|   |   |  |                   |

|  |          |
|--|----------|
| Firm Proposal Terms<br>Per Section 3.2.8, the minimum Number of Days following the deadline for submitting proposals that the Contractor guarantees all proposal terms, including price, will remain firm: | 180 days |
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## **Table of Contents**

- 1. INTRODUCTION**
  - 1.1. Purpose**
  - 1.2. Definitions**
  - 1.3. Overview of the RFP Process**
  - 1.4. Background Information**
  
- 2. ADMINISTRATIVE INFORMATION**
  - 2.1. Issuing Officer**
  - 2.2. Restriction on Communication**
  - 2.3. Downloading the RFP from the Internet**
  - 2.4. Procurement Timetable**
  - 2.5. Questions, Requests for Clarification and Suggested Changes**
  - 2.6. Amendment to RFP**
  - 2.7. Amendment and Withdrawal of Proposal**
  - 2.8. Submissions of Proposals**
  - 2.9. Proposal Opening**
  - 2.10. Costs of Preparing the Proposal**
  - 2.11. No Commitment to Contract**
  - 2.12. Rejection of Proposals**
  - 2.13. Nonmaterial Variances**
  - 2.14. Reference Checks**
  - 2.15. Information from Other Sources**
  - 2.16. Verification of Proposal Contents**
  - 2.17. Proposal Clarification Process**
  - 2.18. Disposition of Proposals**
  - 2.19. Public Records and Requests for Confidential Treatment**
  - 2.20. Copyright Permission**
  - 2.21. Release of Claims**
  - 2.22. Contractor Presentations**
  - 2.23. Evaluation of Proposals Submitted**
  - 2.24. Award Notice and Acceptance Period**
  - 2.25. No Contract Rights until Execution**
  - 2.26. Choice of Law and Forum**
  - 2.27. Restrictions on Gifts and Activities**
  - 2.28. No Minimum Guaranteed**
  - 2.29. Appeals**
  
- 3. FORM AND CONTENT OF PROPOSALS**
  - 3.1. Instructions**
  - 3.2. Technical Proposal**
  - 3.3. Cost Proposal**

**4. SPECIFICATIONS**

**Overview**

- 4.1. Areas of Practice**
- 4.2. Relevant Area of Practice**
- 4.3. Purpose and Objective**
- 4.4. Mandatory Specifications**
- 4.5. Scored Technical Specifications**

**5. EVALUATION AND SELECTION**

- 5.1. Introduction**
- 5.2. Evaluation Committee**
- 5.3. Tied Bid and Preferences**
- 5.4. Technical Proposal Evaluation and Scoring**
- 5.5. Cost Proposal Scoring**

**6. CONTRACTUAL TERMS AND CONDITIONS**

- 6.1. Contract Terms and Conditions**
- 6.2. Contract Length**
- 6.3. Insurance**
- 6.4. Terms and Conditions for State of Iowa Purchasing Cards**

**Attachment 1 – Certification Letter**

**Attachment 2 – Authorization to Release Information Letter**

**Attachment 3 – Form 22 – Request for Confidentiality**

**Attachment 4 – Response Check List**

**Attachment 5 – Cost Proposal**

**Attachment 6 – List of State of Iowa Drupal Websites**

## SECTION 1 INTRODUCTION

### 1.1 Purpose

The purpose of this Request for Proposals (RFP) is to solicit proposals from Responsible Contractors to provide services identified on the RFP cover sheet and further described in Section 4 of this RFP to the Agency identified on the RFP cover sheet. The Agency intends to award a Contract(s) beginning and ending on the dates listed on the RFP cover sheet, and the Agency, in its sole discretion, may extend the Contract(s) for up to the number of annual extensions identified on the RFP cover sheet.

### 1.2 Definitions

For the purposes of this RFP and the resulting contract, the following terms shall mean:

**“Agency”** means the agency identified on the RFP cover sheet that is issuing the RFP and any other agency that purchases from the Contract.

**“Contract”** means the contract(s) entered into with the successful Contractor(s) as described in Section 6.1.

**“Contractor”** means a vendor submitting Proposals in response to this RFP.

**“General Terms and Conditions”** shall mean the ITQ Contract Terms and Conditions as referenced on the RFP cover page.

**“Proposal”** means the Contractor’s proposal submitted in response to the RFP.

**“Responsible Contractor”** means a Contractor that has the capability in all material respects to perform the specifications of the Contract. In determining whether a Contractor is a Responsible Contractor, the Agency may consider various factors including, but not limited to, the Contractor’s competence and qualifications to provide the goods or services requested, the Contractor’s integrity and reliability, the past performance of the Contractor and the best interest of the Agency and the State.

**“Responsive Proposal”** means a Proposal that complies with the material provisions of this RFP.

**“RFP”** means this Request for Proposals and any attachments, exhibits, schedules or addenda hereto.

**“State”** means the State of Iowa, the Agency identified on the Contract Declarations & Execution Page(s), and all state agencies, boards, and commissions, and any political subdivisions making purchases from the Contract as permitted by this RFP.

### 1.3 Overview of the RFP Process

Contractors will be required to submit their Proposals in hardcopy and on CD/DVD or other digital media. It is the Agency’s intention to evaluate Proposals from all Responsible Contractors

that submit timely Responsive Proposals, and award the Contract(s) in accordance with Section 5, Evaluation and Selection.

#### **1.4 Background Information**

This RFP is designed to provide Contractors with the information necessary for the preparation of competitive Proposals. The RFP process is for the Agency's benefit and is intended to provide the Agency with competitive information to assist in the selection process. It is not intended to be comprehensive. Each Contractor is responsible for determining all factors necessary for submission of a comprehensive Proposal.

The purpose of this RFP is for the Office of the Chief Information Officer (OCIO) to establish a managed services agreement with a prequalified vendor for Drupal content management system support and maintenance. The support will consist of: maintaining and enhancing existing State of Iowa Drupal websites, creation of new Drupal websites, and system administration and facilitation of Drupal websites within State of Iowa agencies and entities provided through Amazon Web Services servers and Linux servers.

The current State of Iowa OCIO Drupal website portfolio is approximately 150 Drupal websites (test and production) across many State of Iowa agencies, with a demand of approximately 2 new websites per month. The majority of the sites are hosted on Amazon Web Services servers in the cloud, while others are hosted on internal OCIO Linux servers. Websites were developed by a combination of external vendors and internal OCIO developers. See Attachment #6 for a subset list of current State of Iowa Drupal websites.

Current support for existing Drupal websites includes support from 7 full time workers spending approximately 1200 hours per month (full time) on Drupal activities. The team consists of one scrum master, one product owner, three developers, one content manager, and one system administrator.

Contractors should consider the skills required to configure, develop and maintain Drupal websites, in addition to managing servers (development, test and production), site deployments, module and core updates, and security patches. Contractors may also be asked to interact directly with state agency contacts, and to gather necessary website requirements and/or business rules. Contractors will be required to follow necessary OCIO guidelines, best practices and security requirements.

## SECTION 2 ADMINISTRATIVE INFORMATION

### 2.1 Issuing Officer

The Issuing Officer identified in the RFP cover sheet is the sole point of contact regarding the RFP from the date of issuance until a Notice of Intent to Award the Contract is issued.

### 2.2 Restriction on Communication

From the issue date of this RFP until a Notice of Intent to Award the Contract is issued, Contractors may contact only the Issuing Officer. The Issuing Officer will respond only to written questions regarding the procurement process. Questions related to the interpretation of this RFP must be submitted as provided in Section 2. Oral questions related to the interpretation of this RFP will not be accepted. Contractors may be disqualified if they contact any State employee other than the Issuing Officer about the RFP except that Contractors may contact the State Targeted Small Business Office on issues related to the preference for Targeted Small Businesses.

### 2.3 Downloading the RFP from the Internet

The RFP document and any addenda to the RFP will be posted at <http://bidopportunities.iowa.gov/>. The Contractor is advised to check the website periodically for Addenda to this RFP, particularly if the Contractor downloaded the RFP from the Internet as the Contractor may not automatically receive addenda. It is the Contractor's sole responsibility to check daily for addenda to posted documents.

### 2.4 Procurement Timetable

The dates provided in the procurement timetable on the RFP cover sheet are provided for informational and planning purposes. The Agency reserves the right to change the dates. If the Agency changes any of the deadlines for Contractor submissions, the Agency will issue an addendum to the RFP.

### 2.5 Questions, Requests for Clarification, and Suggested Changes

Contractors are invited to submit written questions and requests for clarifications regarding the RFP. Contractors may also submit suggestions for changes to the specifications of this RFP. The questions, requests for clarifications, or suggestions must be in writing and received by the Issuing Officer before the date and time listed on the RFP cover sheet. Oral questions will not be permitted. If the questions, requests for clarifications, or suggestions pertain to a specific section of the RFP, Contractor shall reference the page and section number(s). The Agency will post written responses to questions, requests for clarifications, or suggestions received from Contractors on before the date listed on the RFP cover sheet. The Agency's written responses will become an addendum to the RFP. If the Agency decides to adopt a suggestion that modifies the RFP, the Agency will issue an addendum to the RFP.

The Agency assumes no responsibility for oral representations made by its officers or employees unless such representations are confirmed in writing and incorporated into the RFP through an addendum.

**2.6 Amendment to the RFP**

The Agency reserves the right to amend the RFP at any time using an addendum. The Contractor shall acknowledge receipt of all addenda in its Proposal. If the Agency issues an addendum after the due date for receipt of Proposals, the Agency may, in its sole discretion, allow Contractors to amend their Proposals in response to the addendum.

**2.7 Amendment and Withdrawal of Proposal**

The Contractor may amend or withdraw and resubmit its Proposal at any time before the Proposals are due. The amendment must be in writing, signed by the Contractor and received by the time set for the receipt of Proposals. Electronic mail and faxed amendments will not be accepted. Contractors must notify the Issuing Officer in writing prior to the due date for Proposals if they wish to completely withdraw their Proposals.

**2.8 Submission of Proposals**

The Agency must receive the Proposal at the Issuing Officer's address identified on the RFP cover sheet before the "Proposals Due" date listed on the RFP cover sheet. **This is a mandatory specification and will not be waived by the Agency. Any Proposal received after this deadline will be rejected and returned unopened to the Contractor.** Contractors mailing Proposals must allow ample mail delivery time to ensure timely receipt of their Proposals. It is the Contractor's responsibility to ensure that the Proposal is received prior to the deadline. Postmarking by the due date will not substitute for actual receipt of the Proposal. Electronic mail and faxed Proposals will not be accepted.

Contractors must furnish all information necessary to enable the Agency to evaluate the Proposal. Oral information provided by the Contractor shall not be considered part of the Contractor's Proposal unless it is reduced to writing.

**2.9 Proposal Opening**

The Agency will open Proposals after the deadline for submission of Proposals has passed. The Proposals will remain confidential until the Evaluation Committee has reviewed all of the Proposals submitted in response to this RFP and the Agency has issued a Notice of Intent to Award a Contract. *See Iowa Code Section 72.3.* However, the names of Contractors who submitted timely Proposals will be publicly available after the Proposal opening. The announcement of Contractors who timely submitted Proposals does not mean that an individual Proposal has been deemed technically compliant or accepted for evaluation.

**2.10 Costs of Preparing the Proposal**

The costs of preparation and delivery of the Proposal are solely the responsibility of the Contractor.

**2.11 No commitment to Contract**

The Agency reserves the right to reject any or all Proposals received in response to this RFP at any time prior to the execution of the Contract. Issuance of this RFP in no way constitutes a commitment by the Agency to award a contract.



## **2.12 Rejection of Proposals**

The Agency may reject outright and not evaluate a Proposal for reasons including without limitation:

- 2.12.1** The Contractor fails to deliver the cost proposal in a separate envelope.
- 2.12.2** The Contractor acknowledges that a mandatory specification of the RFP cannot be met.
- 2.12.3** The Contractor's Proposal changes a material specification of the RFP or the Proposal is not compliant with the mandatory specifications of the RFP.
- 2.12.4** The Contractor's Proposal limits the rights of the Agency.
- 2.12.5** The Contractor fails to include information necessary to substantiate that it will be able to meet a specification of the RFP as provided in Section 3 of this RFP.
- 2.12.6** The Contractor fails to timely respond to the Agency's request for information, documents, or references.
- 2.12.7** The Contractor fails to include Proposal Security, if required.
- 2.12.8** The Contractor fails to include any signature, certification, authorization, stipulation, disclosure or guarantee as provided in Section 3 of this RFP.
- 2.12.9** The Contractor presents the information requested by this RFP in a format inconsistent with the instructions of the RFP or otherwise fails to comply with the specifications of this RFP.
- 2.12.10** The Contractor initiates unauthorized contact regarding the RFP with state employees.
- 2.12.11** The Contractor provides misleading or inaccurate responses.
- 2.12.12** There is insufficient evidence (including evidence submitted by the Contractor and evidence obtained by the Agency from other sources) to satisfy the Agency that the Contractor is a Responsive Contractor.
- 2.12.13** The Contractor alters the language in Attachment 1, Certification Letter or Attachment 2, Authorization to Release Information letter.

## **2.13 Nonmaterial Variances**

The Agency reserves the right to waive or permit cure of nonmaterial variances in the Proposal if, in the judgment of the Agency, it is in the State's best interest to do so. Nonmaterial variances include but are not limited to: minor failures to comply that do not affect overall

responsiveness, that are merely a matter of form or format, that do not change the relative standing or otherwise prejudice other Contractors, that do not change the meaning or scope of the RFP, or that do not reflect a material change in the specifications of the RFP. In the event the Agency waives or permits cure of nonmaterial variances, such waiver or cure will not modify the RFP specifications or excuse the Contractor from full compliance with RFP specifications or other Contract specifications if the Contractor is awarded the Contract. The determination of materiality is in the sole discretion of the Agency.

**2.14 Reference Checks**

The Agency reserves the right to contact any reference to assist in the evaluation of the Proposal, to verify information contained in the Proposal and to discuss the Contractor's qualifications and the qualifications of any subcontractor identified in the Proposal.

**2.15 Information from Other Sources**

The Agency reserves the right to obtain and consider information from other sources concerning a Contractor, such as the Contractor's capability and performance under other contracts, the qualifications of any subcontractor identified in the Proposal, the Contractor's financial stability, past or pending litigation, and other publicly available information.

**2.16 Verification of Proposal Contents**

The content of a Proposal submitted by a Contractor is subject to verification. If the Agency determines in its sole discretion that the content is in any way misleading or inaccurate, the Agency may reject the Proposal.

**2.17 Proposal Clarification Process**

The Agency reserves the right to contact a Contractor after the submission of Proposals for the purpose of clarifying a Proposal. This contact may include written questions, interviews, site visits, a review of past performance if the Contractor has provided goods and/or services to the State or any other political subdivision wherever located, or requests for corrective pages in the Contractor's Proposal. The Agency will not consider information received from or through Contractor if the information materially alters the content of the Proposal or the type of goods and/or services the Contractor is offering to the Agency. An individual authorized to legally bind the Contractor shall sign responses to any request for clarification. Responses shall be submitted to the Agency within the time specified in the Agency's request. Failure to comply with requests for additional information may result in rejection of the Proposal.

**2.18 Disposition of Proposals**

All Proposals become the property of the State and shall not be returned to the Contractor. Once the Agency issues a Notice of Intent to Award the Contract, the contents of all Proposals will be in the public domain and be available for inspection by interested parties, except for information for which Contractor properly requests confidential treatment or according to exceptions provided in Iowa Code Chapter 22 or other applicable law.

## **2.19 Public Records and Requests for Confidential Treatment**

The Agency's release of public records is governed by Iowa Code chapter 22. Contractors are encouraged to familiarize themselves with Chapter 22 before submitting a Proposal. The Agency will copy and produce public records upon request as required to comply with Chapter 22 and will treat all information submitted by a Contractor as non-confidential records unless Contractor requests specific parts of the Proposal be treated as confidential at the time of the submission as set forth herein **AND the information is confidential under Iowa or other applicable law.**

A Contractor requesting confidential treatment of specific information must: (1) fully complete Form 22, (2) identify the request in the transmittal letter with the Contractor's Proposal, (3) conspicuously mark the outside of its Proposal as containing confidential information, (4) mark each page upon which confidential information appears, and (5) submit a "Public Copy" from which the confidential information has been excised.

Form 22 will not be considered fully complete unless, for each confidentiality request, the Contractor: (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 Contractor to respond to inquiries by the Agency concerning the confidential status of such material.

The Public Copy from which confidential information has been excised is in addition to the number of copies requested in Section 3 of this RFP. The confidential material must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the Proposal as possible.

**Failure to request information be treated as confidential as specified herein shall relieve Agency and State personnel from any responsibility for maintaining the information in confidence. Contractors may not request confidential treatment with respect to pricing information and transmittal letters. A contractor's request for confidentiality that does not comply with this section or a contractor's request for confidentiality on information or material that cannot be held in confidence as set forth herein are grounds for rejecting contractor's Proposal as non-responsive. Requests to maintain an entire Proposal as confidential will be rejected as non-responsive.**

If Agency receives a request for information that Contractor has marked as confidential and if a judicial or administrative proceeding is initiated to compel the release of such material, Contractor shall, at its sole expense, appear in such action and defend its request for confidentiality. If Contractor fails to do so, Agency may release the information or material with or without providing advance notice to Contractor and with or without affording Contractor the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction. Additionally, if Contractor fails to comply with the request process set forth herein, if Contractor's request for confidentiality is unreasonable, or if Contractor rescinds its request for confidential treatment, Agency may release such information or material with or without

providing advance notice to Contractor and with or without affording Contractor the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction.

**2.20 Copyright Permission**

By submitting a Proposal, the Contractor agrees that the Agency may copy the Proposal for purposes of facilitating the evaluation of the Proposal or to respond to requests for public records. By submitting a Proposal, the Contractor consents to such copying and warrants that such copying will not violate the rights of any third party. The Agency shall have the right to use ideas or adaptations of ideas that are presented in Proposals.

**2.21 Release of Claims**

By submitting a Proposal, the Contractor agrees that it will not bring any claim or cause of action against the Agency based on any misunderstanding concerning the information provided in the RFP or concerning the Agency's failure, negligent or otherwise, to provide the Contractor with pertinent information in this RFP.

**2.22 Contractor Presentations**

Contractors may be required to make a presentation. The determination as to need for presentations, and the location, order, and schedule of the presentations is at the sole discretion of the Agency. The presentation may include slides, graphics and other media selected by the Contractor to illustrate the Contractor's Proposal. The presentation shall not materially change the information contained in the Proposal.

**2.23 Evaluation of Proposals Submitted**

Proposals that are timely submitted and are not rejected will be reviewed in accordance with Section 5 of the RFP. The Agency will not necessarily award a contract resulting from this RFP to the Contractor offering the lowest cost. Instead, the Agency will award the Contract(s) to the Responsible Contractor(s) whose Responsive Proposal the agency believes will provide the best value to the Agency and the State.

**2.24 Award Notice and Acceptance Period**

Notice of Intent to Award the Contract(s) will be sent to all Contractors submitting a timely Proposal and may be posted at the website shown on the RFP cover sheet. Negotiation and execution of the Contract(s) shall be completed no later than thirty (30) days from the date of the Notice of Intent to Award or such other time as designated by Agency. If the successful Contractor fails to negotiate and deliver an executed Contract by that date, the Agency, in its sole discretion, may cancel the award and award the Contract to the remaining Contractor the Agency believes will provide the best value to the State.

**2.25 No Contract Rights until Execution**

No Contractor shall acquire any legal or equitable rights regarding the Contract unless and until the Contract has been fully executed by the successful Contractor and the Agency.

**2.26 Choice of Law and Forum**

This RFP and the Contract shall be governed by the laws of the State of Iowa. Changes in applicable laws and rules may affect the award process or the Contract. Contractors are responsible for ascertaining pertinent legal requirements and restrictions. Any and all litigation or actions commenced in connection with this RFP shall be brought in the appropriate Iowa forum.

**2.27 Restrictions on Gifts and Activities**

Iowa Code Chapter 68B restricts gifts which may be given or received by State employees and requires certain individuals to disclose information concerning their activities with State government. Contractors are responsible to determine the applicability of this Chapter 68B to their activities and to comply with its requirements. In addition, pursuant to Iowa Code section 722.1, it is a felony offense to bribe or attempt to bribe a public official.

**2.28 No Minimum Guaranteed**

The Agency does not guarantee any minimum level of purchases under the Contract.

**2.29 Appeals**

Appeals of the Notice of Intent to Award are governed by the Agency's vendor appeal process. Contractors may obtain information about the appeal process from the Issuing Officer and at Iowa Administrative Code chapters 11-7 and 11-117.

## SECTION 3 FORM AND CONTENT OF PROPOSALS

### 3.1 Instructions

These instructions prescribe the format and content of the Proposal. They are designed to facilitate a uniform review process. Failure to adhere to the Proposal format may result in the rejection of the Proposal.

- 3.1.1** The Proposal shall be typewritten on 8.5" x 11" paper and sent in sealed envelope. The Proposal shall be divided into two parts: (1) the Technical Proposal and (2) the Cost Proposal. The Technical Proposal and the Cost Proposal shall be labeled as such and placed in a separate sealed envelope. The envelopes shall be numbered in the following fashion: 1 of 4, 2 of 4, etc. The envelopes shall be labeled with the following information:

**RFP Number: 1217185012**

**RFP Title: Drupal Managed Services**

**Issuing Officer Name: Ken Discher**

**Lead Agency Address: Dept. of Administrative Services**

**Central Procurement and Fleet Services Enterprise**

**1305 E. Walnut St.**

**Hoover Bldg. – Level 3**

**Des Moines, IA 50319**

***[Contractor's Name and Address]***

The Agency shall not be responsible for misdirected packages or premature opening of Proposals if a Proposal is not properly labeled.

1 Original, 1 Digital, & 2 Copies of the Technical Proposal shall be timely submitted to the Issuing Officer in a sealed envelope. The Cost Proposal shall be submitted in a separate sealed envelope.

Technical Proposal Envelope Contents

Original Technical Proposal and any copies

Public Copy (if submitted)

Technical Proposal on digital media

Electronic Public Copy on same digital media (if submitted)

Cost Proposal Envelope Contents

Original Cost Proposal

Cost Proposal on digital media

- 3.1.2** If the Contractor designates any information in its Proposal as confidential pursuant to Section 2, the Contractor must also submit one (1) copy of the Proposal from which confidential information has been excised as provided in Section 2 and which is marked “Public Copy”.
- 3.1.3** Proposals shall not contain promotional or display materials.
- 3.1.4** Attachments shall be referenced in the Proposal.
- 3.1.5** If a Contractor proposes more than one solution to the RFP specifications, each shall be labeled and submitted separately and each will be evaluated separately.

## **3.2 Technical Proposal**

The following documents and responses shall be included in the Technical Proposal in the order given below:

### **3.2.1 Transmittal Letter (Required)**

An individual authorized to legally bind the Contractor shall sign the transmittal letter. The letter shall include the Contractor’s mailing address, electronic mail address, fax number, and telephone number. Any request for confidential treatment of information shall be included in the transmittal letter in accordance with the provisions of Section 2.

### **3.2.2 Table of Contents**

The Contractor shall include a table of contents of its Proposal and submit the check list of submittals per Attachment #4.

### **3.2.3 Executive Summary**

The Contractor shall prepare an executive summary and overview of the goods and/or services it is offering, including all of the following information:

**3.2.3.1** Statements that demonstrate that the Contractor has read, understands and agrees with the terms and conditions of the RFP including the contract provisions in Section 6.

**3.2.3.2** An overview of the Contractor’s plans for complying with the specifications of this RFP.

**3.2.3.3** Any other summary information the Contractor deems to be pertinent.

### **3.2.4 Mandatory Specifications and Scored Technical Specifications**

The Contractor shall answer whether or not it will comply with each specification in Section 4 of the RFP. Where the context requires more than a yes or no answer or the specific specification so indicates, Contractor shall explain how it will comply with the specification. Merely repeating the Section 4 specifications may be considered non-responsive and result in the rejection of the Proposal. Proposals must identify any

deviations from the specifications of the RFP or specifications the Contractor cannot satisfy. If the Contractor deviates from or cannot satisfy the specification(s) of this section, the Agency may reject the Proposal.

### **3.2.5 Acceptance of Terms and Conditions**

By submitting a Proposal, Contractor acknowledges its acceptance of the ITQ Contract terms and conditions, included herein as Attachment 6, without change. The Agency, in its sole discretion, may include additional project specific terms and conditions in Section 6 of this RFP. If the Contractor takes exception to any of these additional Section 6 provisions, it must identify it by page and section number, state the reason for the exception, and set forth in its Proposal the specific language it proposes to include in place of the provision. If Contractor's exceptions or responses materially alter the RFP, or if the Contractor submits its own terms and conditions or otherwise fails to follow the process described herein, the Agency may reject the Proposal, in its sole discretion.

### **3.2.6 Certification Letter**

The Contractor shall sign and submit with the Proposal, the document included as Attachment #1 (Certification Letter) in which the Contractor shall make the certifications included in Attachment #1.

### **3.2.7 Authorization to Release Information**

The Contractor shall sign and submit with the Proposal the document included as Attachment #2 (Authorization to Release Information Letter) in which the Contractor authorizes the release of information to the Agency.

### **3.2.8 Firm Proposal Terms**

The Contractor shall guarantee in writing the goods and/or services offered in the Proposal are currently available and that all Proposal terms, including price, will remain firm Bid Terms days following the deadline for submitting Proposals.

## **3.3 Cost Proposal**

The Contractor shall provide its cost proposal in a separately sealed envelope for the proposed goods and/or services. See Attachment #5.

### **3.3.1 Payment Methods**

The State of Iowa, in its sole discretion, will determine the method of payment for goods and/or services as part of the Contract. The State Pcard and EAP are preferred payment methods, but payments made by any of the following methods: Pcard/EAP, EFT/ACH, or State Warrant. Contractors shall provide payment acceptance information in this section 3.3.1 in their Cost Proposals. **This information will not be scored as part of the Cost Proposal or evaluated as part the Technical Proposal.**

#### **3.3.1.1 Credit card or ePayables**

The State of Iowa's Purchasing Cards (Pcards) and ePayable solution (EAP) are commercial payment methods utilizing the VISA credit card network. The State of Iowa will not accept price changes or pay additional fees if



Contractor uses the Pcard or EAP payment methods. Pcard-accepting Contractors must abide by the State of Iowa's Terms of Pcard Acceptance, as provided in Section 6.4 of the RFP. Contractors must provide a statement regarding their ability to meet the requirements in this subsection, as well as identifying their transaction reporting capabilities (Level I, II, or III).

**3.3.1.2 Electronic Funds Transfer (EFT) by Automated Clearing House (ACH)**

Contractors shall provide a statement regarding their ability to accept payment by EFT by ACH. Payments are deposited into the financial institution of the claimant's choice three working days from the issue date of the direct deposit.

[https://das.iowa.gov/sites/default/files/acct\\_sae/man\\_for\\_ref/forms/eft\\_authorization\\_form.pdf](https://das.iowa.gov/sites/default/files/acct_sae/man_for_ref/forms/eft_authorization_form.pdf)

**3.3.1.3 State Warrant**

The State of Iowa's warrant drawn on the Treasurer of State is used to pay claims against the departments of the State of Iowa. The warrant is issued upon receipt of proper documentation from the issuing department.

**3.3.2 Payment Terms**

Per Iowa Code 8A.514 the State of Iowa is allowed sixty (60) days to pay an invoice submitted by a Vendor/Contractor.

**3.3.3 Contractor Discounts**

Contractors shall state in their Cost Proposals whether they offer any payment discounts, including but not limited to:

**3.3.3.1 Prompt Payment Discount**

The State can agree to pay in less than sixty (60) days if an incentive for earlier payment is offered.

**3.3.3.2 Cash Discount**

The State may consider cash discounts when scoring Cost Proposals.

## SECTION 4 SPECIFICATIONS

### Overview

The successful Contractor shall provide the services to Agency and other agencies using the Contract in accordance with the specifications as provided in this Section. The Contractor shall address each specification in this Section and indicate whether or not it will comply with the specification. If the context requires more than a yes or no answer or the section specifically indicates, Contractor shall explain how it will comply with the specification. Proposals must address each specification. Merely repeating the specifications may be considered non-responsive and may disqualify the Contractor. Proposals must identify any deviations from the specifications of this RFP or specifications the Contractor cannot satisfy. If the Contractor deviates from or cannot satisfy the specification(s) of this section, the Agency may reject the Proposal.

### 4.1 Areas of Practice

The following Areas of Practice are specifically identified for purposes of releasing Requests for Proposals (RFP) and Requests for Bids (RFB) under the ITQ #1216185007. Each Area of Practice as defined below includes a prequalified list of Vendors capable of providing some or all of the services defined in that Area of Practice:

- 1) Infrastructure Administration Services – Implementation, configuration, and ongoing administration of IT hardware and software Infrastructure Administration Services including end user computing, networking, information security, mainframe, and data center systems.
- 2) Application and Web Development Services – Development, design, configuration, and ongoing maintenance of custom developed applications, web content management systems, and customizable off the shelf software.
- 3) Cloud Computing Administration Services – Implementation, development, configuration, and ongoing administration of public, private, or community cloud IT services used by the State of Iowa including Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), and Software-as-a-Service (SaaS) configurations.
- 4) IT Business Services - Business and financial support services including, but not limited to: Vendor Management; IT Financial Management; Data Analytics and Statistical Analysis; IT Project Management; IT Business Process Management; Enterprise Architecture; IT Assessment Services; and IT Research and Advisory Services.

### 4.2 Relevant Area of Practice

- Application and Web Development Services

### 4.3 Purpose and Objective

This RFP is designed to provide Contractors with the information necessary for the preparation of competitive Proposals. The RFP process is for the Agency's benefit and is intended to provide the Agency with competitive information to assist in the selection process. It is not intended to be comprehensive. Each Contractor is responsible for determining all factors necessary for submission of a comprehensive Proposal.

The purpose of this RFP is for the Office of the Chief Information Officer (OCIO) to establish a managed services agreement with a prequalified vendor for Drupal content management system support and maintenance. The support will consist of: maintaining and enhancing existing State of Iowa Drupal websites, creation of new Drupal websites, and system administration and facilitation of Drupal websites within State of Iowa provided Amazon Web Services servers and Linux servers.

The OCIO Drupal website portfolio is approximately 150 Drupal websites (test and production) across many State of Iowa agencies, with a demand of approximately 2 new websites per month. The majority of the sites are hosted on Amazon Web Services servers in the cloud, while others are hosted on internal OCIO Linux servers. Websites were developed by a combination of external vendors and internal OCIO developers. See Attachment #6 for a subset list of State of Iowa Drupal websites.

Current support for existing Drupal websites includes support from 7 full time workers spending approximately 1200 hours per month on Drupal activities. The team consists of one scrum master, one product owner, three developers, one content manager, and one system administrator.

Contractors should consider the skills required to configure, develop and maintain Drupal websites, in addition to managing servers (development, test and production), site deployments, module and core updates, and security patches. Contractors may also be asked to interact directly with state agency contacts, and to gather necessary website requirements and/or business rules. Contractors will be required to follow necessary OCIO guidelines, best practices and security requirements.

#### **4.4 Mandatory Specifications**

All items listed in this section are Mandatory Specifications. Contractors must mark either **“yes”** or **“no”** to each specification in their Proposals. By indicating **“yes”** a Contractor agrees that it shall comply with that specification throughout the full term of the Contract, if the Contractor is successful. In addition, if specified by the specifications or if the context otherwise requires, the Contractor shall provide references and/or supportive materials to verify the Contractor’s compliance with the specification. The Agency shall have the right to determine whether the supportive information and materials submitted by the Contractor demonstrate the Contractor will be able to comply with the Mandatory Specifications. If the Agency determines the responses and supportive materials do not demonstrate the Contractor will be able to comply with the Mandatory Specifications, the Agency may reject the Proposal. **Contractor must be able to meet the requirements of EACH Mandatory Specification in this section or the Agency will reject the Proposal.**

**The contractor must:**

- 4.4.1** Have at least three years' of experience providing Drupal website development and system support on a managed services basis.
- 4.4.2** Have at least three current or prior contracting engagements providing Drupal website development and system support.
- 4.4.3** Provide three references from previous Drupal website development and system support engagements.
- 4.4.4** Support OCIO websites remotely via the OCIO enterprise VPN solution using the Cisco AnyConnect client and RSA token assigned to each individual user. (In some circumstances a LAN to LAN connection to the OCIO VPN may be appropriate but would be evaluated on a case by case basis.)
- 4.4.5** Supply computers, software, and other necessary equipment required to provide remote Drupal website development and system support.
- 4.4.6** Supply a single point of contact for OCIO daily interaction – to provide status on website support, resolve issues, and/or other necessary interactions between OCIO and the Contractor.
- 4.4.7** Develop and maintain websites that comply with Web Content Accessibility Guidelines ([WCAG](#)) 2.0 levels A and AA as Iowa's standard for website accessibility.
- 4.4.8** Develop and maintain websites that comply with Iowa Enterprise Standards as outlined on OCIO's website (<https://ocio.iowa.gov/standards>).
- 4.4.9** Develop and maintain websites that are mobile responsive and contain optimized search engines where applicable.
- 4.4.10** Have demonstrated experience with actively remediating and improving application information security flaws within Drupal sites.
- 4.4.11** Provide project documentation, including charters, requirements, user stories, project plans, project status, and technical specifications.
- 4.4.12** Provide regular status reports, which will include (but not be limited to) milestones, tasks completed, test results, risks, issues, planned and actual budget information.
- 4.4.13** Participate in routine and ad hoc meetings as requested by the State of Iowa associated with planning, maintenance, oversight, performance and management of State Drupal sites.

- 4.4.14** Work directly with State of Iowa Drupal site owners to manage, improve, and update website content, development new sites, and manage the lifecycle of Drupal sites.
- 4.4.15** Support Drupal systems on Linux and on Amazon Web Services including all support tasks needed to maintain, monitor, update, and otherwise support PHP, Apache, and MySQL.
- 4.4.16** Support State of Iowa Drupal website ecosystems including all website software and website system components above the operating system under the direct instruction of the State of Iowa and in compliance with evolving State of Iowa guidelines, policies, and procedures.

#### **4.5 Scored Technical Specifications**

All items listed below are Scored Technical Specifications. All specifications will be evaluated and scored by the evaluation committee in accordance with Section 5.

- 4.5.1** Describe your firm's experience in providing Drupal website development and system support on a managed services basis using technologies required by this RFP, including Drupal, LAMP stack (Linux, Apache, MySQL and PHP), and Amazon Web Services (AWS). Be specific as to which versions of the technologies with which you are experienced (example, Drupal versions 6-8).
- 4.5.2** Provide examples of three Drupal website development and system support engagements you have successfully completed on a managed services basis. Your response should include but is not limited to:
  - A detailed explanation of the engagement
  - A detailed explanation of engagement scope and complexity
  - Contract Value
- 4.5.3** Describe your firm's competencies, expertise, and/or certifications in providing Drupal website development and system support on a managed services basis. Your response may include, but is not limited to, the following:
  - Drupal certifications and/or competencies
  - LAMP stack or AWS certifications and/or competencies
- 4.5.4** State of Iowa uses ServiceNow for its help desk ticketing system. Describe your firm's experience using ServiceNow and/or other incident ticketing systems.
- 4.5.5** Provide details of your firm's support model. Your response may include but is not limited to:
  - Response time based on level of criticality (for example, 1 hour response time for critical applications)
  - Support window options (for example, business hours, 24/7, etc.)
  - Organizational structure
  - Project management methodology

- Software development life cycle
  - Location and time zone(s) of the support team(s)
- 4.5.6** Describe your firm’s competencies, expertise, and/or certifications in providing customer software security enhancements and remediation including, but not limited to:
- Work with website scanning tools
  - Tracking, remediating, and testing evolving security threats
  - Work with federal, state, and industry security compliance controls and frameworks such as HIPAA, NIST 800-53, FedRAMP, IRS Pub 1075, and others.
- 4.5.7** Describe your firm’s code deployment process, including the deployment from one environment to another (i.e. DEV to TEST, TEST to PROD), and what automation processes are used for deployment.
- 4.5.8** Describe your firm’s competencies and expertise in working with website owners to manage, improve, and update content.
- 4.5.9** Provide letters of reference from three (3) current or previous customers or clients knowledgeable of the Contractor’s performance in providing Drupal website development and system support, in the manner described in this RFP. Please include a contact name and phone number for each reference.

## **SECTION 5      EVALUATION AND SELECTION**

### **5.1      Introduction**

This section describes the evaluation process that will be used to determine which Proposal(s) provides the greatest benefit to the State. Agency will not necessarily award the Contract to the Contractor offering the lowest cost to the Agency. Instead, the Agency will award to the Contractor whose Responsive Proposal the Agency believes will provide the best value to the State.

### **5.2      Evaluation Committee**

The Agency will conduct a comprehensive, fair, and impartial evaluation of Proposals received in response to this RFP. The Agency will use an evaluation committee to review and evaluate the Proposals. The evaluation committee will recommend an award based on the results of their evaluation to the Agency or to such other person or entity who must approve the recommendation.

### **5.3      Tied Bid and Preferences**

An award shall be determined by a drawing when responses are received that are equal in all respects and tied in price. Whenever it is practical to do so, the drawing will be held in the presence of the contractors who are tied in price. Otherwise the drawing will be made in front of at least three non-interested parties. All drawings shall be documented.

Notwithstanding the foregoing, if a tied bid involves an Iowa-based contractor or products produced within the State of Iowa and a contractor based or products produced outside the State of Iowa, the Iowa contractor will receive preference. If a tied bid involves one or more Iowa contractors and one or more contractors outside the state of Iowa, a drawing will be held among the Iowa contractors only.

In the event of a tied bid between Iowa contractors, the Agency shall contact the Iowa Employer Support of the Guard and Reserve (ESGR) committee for confirmation and verification as to whether the contractors have complied with ESGR standards. Preference, in the case of a tied bid, shall be given to Iowa contractors complying with ESGR standards.

Second preference in tied bids will be given to contractors based in the United States or products produced in the United States over contractors based or products produced outside the United States.

Preferences required by applicable statute or rule shall also be applied, where appropriate.

#### 5.4 Technical Proposal Evaluation and Scoring

All Technical Proposals will be evaluated to determine if they comply with the Mandatory Specifications and Scored Technical Specifications described in Section 4.4 and 4.5 and meet the minimum score. To be deemed a Responsive Proposal, the Proposal must:

- Answer “Yes” to all parts of Section 4.4 and include supportive materials as required to demonstrate the Contractor will be able to comply with the Mandatory Specifications in that section and
- Include supportive materials as required to demonstrate the Contractor will be able to comply with each of the Scored Technical Specifications in Section 4.5.

An addendum identifying the points assigned to evaluation criteria will be posted prior to the RFP due date and time.

#### 5.5 Cost Proposal Scoring

After the Technical Proposals are evaluated and scored, the Cost Proposals will be opened and scored.

To assist the agency in evaluating, Cost Proposals may be evaluated and points awarded as follows. The Cost Proposals will remain sealed during the evaluation of the Technical Proposal and any Bidder Demonstration. Only prospective contractors that meet all of the specifications described above in Section 5.4 will be considered during the cost evaluation phase of the review process. The compliant prospective contractor’s technical points will be added to the cost points, to obtain the total points awarded for the proposal. The Cost Proposals will be ranked from cheapest to the most expensive. The cheapest shall receive the maximum number of points available in this section. To determine the number of points to be awarded all other Cost Proposals, the cheapest bid will be used in all cases as the numerator. Each of the other bids will be used as the denominator. The percentage will then be multiplied by the maximum number of points and the resulting number will be the cost points awarded to other compliant contractors. Percentages and points will be rounded to the nearest whole value.

Example:

Contractor A quotes \$35,000; Contractor B quotes \$45,000 and Contractor C quotes \$65,000.

Contractor A:  $\frac{\$35,000}{\$35,000}$  = receives 100% of available points on cost.

Contractor B:  $\frac{\$35,000}{\$45,000}$  = receives 78% of available points on cost.

Contractor C:  $\frac{\$35,000}{\$65,000}$  = receives 54% of available points on cost.



## SECTION 6 CONTRACTUAL TERMS AND CONDITIONS

### 6.1 Contract Terms and Conditions

Pursuant to Section 6 of the Invitation to Qualify (Revised) for Information Technology Managed Services (ITQ#1216185007 Revised posted on 2/12/16), as a precondition for pre-qualification to the Managed Services ITQ, Respondent(s) acknowledged and agreed in writing that they accepted Attachment #4 ITQ Contract Terms and Conditions, without change, except as otherwise expressly provided herein.

No objection or amendment by a Contractor to the provisions or terms and conditions of the RFP or the Managed Services ITQ Terms and Conditions shall be incorporated into the Contract unless Agency has explicitly accepted the Contractor's objection or amendment in writing

All costs associated with complying with these specifications should be included in any pricing quoted by the Contractor.

**By submitting a Proposal, Contractor acknowledges its acceptance of the terms and conditions of the RFP and the ITQ Contract Terms and Conditions without change, except as otherwise provided in this RFP.**

The Agency reserves the right to either award a Contract(s) without further negotiation with the successful Contractor or to negotiate Contract terms with the successful Contractor if the best interests of the State would be served.

### 6.2 Contract Length

The term of the Contract will begin and end on the approximate dates indicated on the RFP cover sheet. The Agency shall have the sole option to renew the Contract upon the same or more favorable terms and conditions for up to the number of annual extensions identified on the RFP cover sheet.

### 6.3 Insurance

The Contract will require the successful Contractor to maintain insurance coverage(s) in accordance with the insurance provisions of this Section 6 and of the type and in the minimum amounts set forth below, unless otherwise required by the Agency.

| Type of Insurance   | LIMIT                              | AMOUNT                     |
|---|------------------------------------|----------------------------|
| General Liability (including contractual liability) written on an occurrence basis      | General Aggregate                  | \$2 million                |
|   | Products –                         |                            |
|   | Comp/Op Aggregate                  | \$1 Million                |
|   | Personal injury<br>Each Occurrence | \$1 Million<br>\$1 Million |
| Automobile Liability (including contractual liability) written on an occurrence basis   | Combined single limit              | \$1 Million                |
| Excess Liability, Umbrella Form   | Each Occurrence                    | \$1 Million                |
|   | Aggregate                          | \$1 Million                |
| Errors and Omissions Insurance<br>Information Technology Errors and Omissions Insurance | Each Occurrence                    | \$1 Million                |
|   | Each Occurrence                    | \$1 Million                |
| Property Damage   | Each Occurrence                    | \$1 Million                |
|   | Aggregate                          | \$1 Million                |
| Workers Compensation and Employer Liability   | As Required by Iowa law            | As required by Iowa law    |

#### 6.4 Terms and Conditions for State of Iowa Purchasing Cards

The State of Iowa shall pay Contractor's invoices using its Purchasing Card Program (Pcard) whenever possible. The Pcard is a VISA credit card issued by U.S. Bank to allow authorized employees to make purchases on behalf of the State. It is a faster, more convenient alternative to traditional invoicing and remittance processing, allowing US Bank to pay the Contractor directly, generally within 48 hours of the transaction. Contractor shall comply with security measures for Pcard payments including:

- Contractor shall comply with Payment Card Industry Data Security Standard (PCI DSS) to assure confidential card information is not compromised;
- Contractor shall adhere to Fair and Accurate Credit Transactions Act requirements that limit the amount of consumer and account information shared for greater security protection;
- Contractor shall not write down card numbers or store card information. When accepting orders by phone, Contractor shall process the transaction during the call and send itemized receipts (excluding card numbers) to the cardholder by fax, email, or mail (with delivery);
- Contractor shall process payment for items when an order is placed only for items currently in stock and available for shipment, and only for services already rendered;
- Contractor shall confirm that the name of purchaser matches the name on the card;
- Contractor shall ensure Internet orders are processed via secure websites, featuring Verisign, TRUSTe, BBBOnline, or "https" in the web address;
- Contractor shall shred any documentation with credit card numbers.

**Attachment # 1**  
**Certification Letter**

**Alterations to this document are prohibited, see section 2.12.13.**

[Date]

**Issuing Officer Name: Ken Discher**  
**Agency: Dept. of Administrative Services**  
**Agency Address: Dept. of Administrative Services**  
**Central Procurement and Fleet Services Enterprise**  
**1305 E. Walnut St.**  
**Hoover Bldg. – Level 3**  
**Des Moines, IA 50319**

Re: **RFP1217185012** - PROPOSAL CERTIFICATIONS

Dear Ken Discher:

I certify that the contents of the Proposal submitted on behalf of **[Name of Contractor]** \_\_\_\_\_ (Contractor) in response to **Agency** for **RFP1217185012** for **Drupal Managed Services** are true and accurate. I also certify that Contractor has not knowingly made any false statements in its Proposal.

**Certification of Independence**

I certify that I am a representative of Contractor expressly authorized to make the following certifications in behalf of Contractor. By submitting a Proposal in response to the RFP, I certify in behalf of the Contractor the following:

1. The Proposal has been developed independently, without consultation, communication or agreement with any employee or consultant to the Agency or with any person serving as a member of the evaluation committee.
2. The Proposal has been developed independently, without consultation, communication or agreement with any other contractor or parties for the purpose of restricting competition.
3. Unless otherwise required by law, the information found in the Proposal has not been and will not be knowingly disclosed, directly or indirectly prior to Agency's issuance of the Notice of Intent to Award the contract.
4. No attempt has been made or will be made by Contractor to induce any other contractor to submit or not to submit a Proposal for the purpose of restricting competition.
5. No relationship exists or will exist during the contract period between Contractor and the Agency or any other State agency that interferes with fair competition or constitutes a conflict of interest.

**Certification Regarding Debarment**

6. I certify that, to the best of my knowledge, neither Contractor nor any of its principals: (a) are presently or have been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal Agency or State Agency; (b) have within a three year period preceding this Proposal been convicted of, or had a civil judgment rendered against them for commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of antitrust statutes; commission of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are presently indicted for or criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses enumerated in

(b) of this certification; and (d) have not within a three year period preceding this Proposal had one or more public transactions (federal, state, or local) terminated for cause.

This certification is a material representation of fact upon which the Agency has relied upon when this transaction was entered into. If it is later determined that Contractor knowingly rendered an erroneous certification, in addition to other remedies available, the Agency may pursue available remedies including suspension, debarment, or termination of the contract.

**Certification Regarding Registration, Collection, and Remission of Sales and Use Tax**

7. Pursuant to *Iowa Code sections 423.2(10) and 423.5(4) (2016)* a retailer in Iowa or a retailer maintaining a business in Iowa that enters into a contract with a state agency must register, collect, and remit Iowa sales tax and Iowa use tax levied under *Iowa Code chapter 423* on all sales of tangible personal property and enumerated services. The Act also requires Contractors to certify their compliance with sales tax registration, collection, and remission requirements and provides potential consequences if the certification is false or fraudulent.

By submitting a Proposal in response to the (RFP), the Contractor certifies the following: (check the applicable box)

- Contractor is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by *Iowa Code Chapter 423*; or
- Contractor is not a “retailer” or a “retailer maintaining a place of business in this state” as those terms are defined in *Iowa Code subsections 423.1(47) and (48)(2016)*.

Contractor also acknowledges that the Agency may declare the Contractor’s Proposal or resulting contract void if the above certification is false. The Contractor also understands that fraudulent certification may result in the Agency or its representative filing for damages for breach of contract in addition to other remedies available to Agency.

Sincerely,

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Name and Title of Authorized Representative**

\_\_\_\_\_  
**Date**

**Attachment #2**  
**Authorization to Release Information Letter**

**Alterations to this document are prohibited, see section 2.12.13.**

[Date]

**Issuing Officer Name: Ken Discher**  
**Agency: Dept. of Administrative Services**  
**Agency Address: Dept. of Administrative Services**  
**Central Procurement and Fleet Services Enterprise**  
**1305 E. Walnut St.**  
**Hoover Bldg. – Level 3**  
**Des Moines, IA 50319**

Re: **RFP1217185012** - AUTHORIZATION TO RELEASE INFORMATION

Dear Ken Discher:

**[Name of Contractor]** \_\_\_\_\_ **(Contractor)** hereby authorizes the **Agency** ("Agency") or a member of the Evaluation Committee to obtain information regarding its performance on other contracts, agreements or other business arrangements, its business reputation, and any other matter pertinent to evaluation and the selection of a successful Contractor in response to **RFP1217185012**.

The Contractor acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The Contractor acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the State or may otherwise hurt its reputation or operations. The Contractor is willing to take that risk.

The Contractor hereby releases, acquits and forever discharges the State of Iowa, the Agency, their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the undersigned that it may have or ever claim to have relating to information, data, opinions, and references obtained by the Agency or the Evaluation Committee in the evaluation and selection of a successful Contractor in response to the RFP.

The Contractor authorizes representatives of the Agency or the Evaluation Committee to contact any and all of the persons, entities, and references which are, directly or indirectly, listed, submitted, or referenced in the Contractor's Proposal submitted in response to RFP.

The Contractor further authorizes any and all persons and entities to provide information, data, and opinions with regard to its performance under any contract, agreement, or other business arrangement, its ability to perform, business reputation, and any other matter pertinent to the evaluation of the Contractor's Proposal. The Contractor hereby releases, acquits and forever discharges any such person or entity and their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the Contractor that it may have or ever claim to have relating to information, data, opinions, and references supplied to the Agency or the Evaluation Committee in the evaluation and selection of a successful Contractor in response to RFP.

A photocopy or facsimile of this signed Authorization is as valid as an original.

Sincerely,

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Name and Title of Authorized Representative**

\_\_\_\_\_  
**Date**

**Attachment #3**  
**Form 22 – Request for Confidentiality**

Per section 2.19 of the Request for Proposal (RFP), a Contractor requesting portions of its Proposal be maintained in confidence must complete this form and submit it with its Proposal. Contractors should read and familiarize themselves with chapter 22 of the Iowa Code regarding release of public records before completing this form. Section 2.19 of the RFP provides the Contractor instructions regarding how to request confidential treatment of portions of its Proposal.

**NOTE:** Completion of this Form is the sole means of requesting confidential treatment. Completion of the form and agency's acceptance of Contractor's submission does not guarantee the agency will grant Contractor's request for confidentiality. The agency may reject Contractor's Proposal entirely in the event Contractor requests confidentiality and does submit a fully completed Form or requests confidentiality for portions of its Proposal that are improper under the RFP.

To request confidentiality, Contractor must provide the following information:

- 1  Contractor must present its request for confidentiality in the transmittal letter of its proposal.  
**Check box when completed.**
  
- 2  Contractor must conspicuously mark confidential material in its proposal in accordance with section 2.19 Public Records and Requests for Confidential Treatment. **Check box when completed.**
  
- 3 Contractor must specifically identify and list the proposal section(s) for which it seeks confidentiality and answer the following questions for each section listed :
  - 3.1 Explain the specific grounds in *Iowa Code Chapter 22* or other applicable law which support treatment of the material as confidential.
  
  - 3.2 Justify why the material should be kept in confidence.
  
  - 3.3 Explain why disclosure of the material would not be in the best interest of the public.
  
  - 3.4 Provide the name, address, telephone, and email for the person at Contractor's organization authorized to respond to inquiries by the Agency concerning the status of confidential materials.

Please provide the information in the table below. Contractor may add additional lines if necessary or add additional pages using the same format as the table below.

| RFP Section: | Contractor must cite the specific grounds in <i>Iowa Code Chapter 22</i> or other applicable law which supports treatment of the material as confidential. | Contractor must justify why the material should be kept in confidence | Contractor must explain why disclosure of the material would not be in the best interest of the public. | Contractor must provide the name, address, telephone, and email for the person at Contractor's organization authorized to respond to inquiries by the Agency concerning the status of confidential materials. |
|--------------|--|---|---|---|
|              |  |   |   |   |
|              |  |   |   |   |
|              |  |   |   |   |
|              |  |   |   |   |

- 4  Contractor must submit a Public Copy of the Proposal from which the confidential information has been excised. The confidential material must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the Proposal as possible. **Check box when completed.**

This form must be signed by the individual who signed the Contractor's Proposal. The Contractor shall place this Form 22 completed and signed in its Proposal immediately following the transmittal letter. A copy of this document shall be placed in all Proposals submitted including the Public Copy.

**\*Failure to provide the information required in this form may result in rejection of Contractor's request for confidentiality or rejection of the Proposal as being non-responsive.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

**Agency Review  
(for agency use only)**

- Contractor's Proposal is rejected as non-compliant because one of more of the following reasons:
  - Contractor requested confidentiality without submitting a fully completed Form 22.
  - Contractor requested confidentiality without presenting its request in the transmittal letter of its Proposal.
  - Contractor requested confidentiality and failed to conspicuously mark such material as confidential within its Proposal in accordance with the RFP.
  - Contractor requested confidentiality without submitting a public copy of its Proposal with the confidential information redacted.
  - Contractor requested confidentiality on material in contravention of the RFP.
  - Other: \_\_\_\_\_.
  
- Contractor's submission is accepted.<sup>1</sup>

\_\_\_\_\_  
Purchasing Agent Signature

\_\_\_\_\_  
Date

<sup>1</sup>**NOTE:** Agency's acceptance of Contractor's submission should not be construed as Agency's approval of Contractor's request for confidentiality. Instead, acceptance of Contractor's submission simply means that Agency believes Contractor's Form 22 appears fully completed in accordance with the RFP.



**Attachment #4  
Response Check List**

| RFP REFERENCE SECTION   | RESPONSE INCLUDED |    | LOCATION OF RESPONSE |
|---|-------------------|----|----------------------|
|   | Yes               | No |                      |
| 3. Three hard copies and one CD/DVD (or other digital media) of the Technical RFP Proposal  |                   |    |                      |
| 3. Three hard copies and one CD/DVD (or other digital media) of the Cost Proposal (Attachment #5)   |                   |    |                      |
| 3. One (1) Public Copy (one hard and one CD/DVD (or other digital media)) with Confidential Information excised + Attachment #3 Form 22 (if applicable) |                   |    |                      |
| 3. Transmittal Letter   |                   |    |                      |
| 3. Executive Summary  |                   |    |                      |
| 3. Acceptance of Terms and Conditions   |                   |    |                      |
| 3. Firm Proposal Terms  |                   |    |                      |
| 4. Mandatory Specifications completed   |                   |    |                      |
| 4. Scored Technical Specifications completed  |                   |    |                      |
| 3. Certification Letter (Attachment #1)   |                   |    |                      |
| 3. Authorization to Release Information (Attachment #2)   |                   |    |                      |
| 2. Form 22-Request for Confidentiality (Attachment #3 – if applicable)  |                   |    |                      |
| 3. Response Check List (Attachment #4)  |                   |    |                      |
| 3. Contractor Cost Proposal (Attachment #5)   |                   |    |                      |

**ATTACHMENT #5  
Cost Proposal**

Contractor’s Cost Proposal shall provide an all-inclusive, itemized, **Total Cost** in U.S. Dollars (including all travel, expenses, etc. in prices). All pricing to be FOB Destination, freight cost and all expenses included; and based on Net 60 Days Payment Terms, invoiced monthly. Please use additional pages to provide any additional narrative support for the costing information. Contractor’s Fixed Price Rate should refer to the system details and specifications referenced in sections 1.4 and 4. Note that the State makes no guarantee of the # of hours that will be required during that actual contract’s duration. The State expects to pay a fixed annual monthly fee, invoiced monthly, for Drupal content management services rendered pursuant to this RFP regardless of actual hours expended by the successful Contractor.

**1. Fixed Price Rate:**

| <b>Total All-Inclusive Fixed Price Drupal Support Costs</b> | <b>Annual Cost</b> |
|---|--------------------|
| Year 1 - Drupal Support                                     | \$                 |
| Year 2 - Drupal Support                                     | \$                 |
| Year 3 - Drupal Support                                     | \$                 |
| <b>Total All-inclusive Price for Years 1-3</b>              | \$                 |

**2. Consulting Rate(s):** Please list all resources and their applicable hourly rates as may be required for additional Drupal content management system support and maintenance and potential related projects. The consulting rate(s) identified below will be used by the Department if, in its sole discretion, the Department determines there is a need for related services that are within the overall scope of the RFP but outside the scope of the original Drupal content management services cost proposal bid. Additional future projects may be billed on a time and materials or fixed fee basis, depending upon the specifics of the additional project need, and in the best interests of the State. If more room is needed to identify resources, please attach in additional pages.

| <b>Resource Description</b> (i.e., Project Manager, Business Analyst, etc.) | <b>Hourly Rate</b> |
|---|--------------------|
|   | \$                 |
|   | \$                 |
|   | \$                 |
|   | \$                 |
|   | \$                 |

Vendor guarantees the costs will not exceed or escalate beyond 85% of the Consumer Price Index (CPI) for the Midwest Region (Chicago) in years of service 4-6.

**ATTACHMENT #6**  
**List of State of Iowa Drupal Websites**

Following is a list of State of Iowa Drupal Websites. Please note: this list is not comprehensive and only contains sites that are in production.

| <b>DEPARTMENT</b>                   | <b>DRUPAL VERSION</b> | <b>URL</b>  |
|-------------------------------------|-----------------------|---|
| Administrative Services             | 7.53                  | <a href="https://das.iowa.gov">https://das.iowa.gov</a>                               |
| Aging                               | 7.5                   | <a href="https://iowaaging.iowa.gov">https://iowaaging.iowa.gov</a>                   |
| Aging - Lifelong Links              | 7.5                   | <a href="https://www.lifelonglinks.org/">https://www.lifelonglinks.org/</a>           |
| Alcoholic Beverages Div.            | 7.41                  | <a href="https://abd.iowa.gov">https://abd.iowa.gov</a>                               |
| Auditor                             | 7.5                   | <a href="https://auditor.iowa.gov">https://auditor.iowa.gov</a>                       |
| Blind                               | 7.5                   | <a href="https://blind.iowa.gov">https://blind.iowa.gov</a>                           |
| Child Advocacy (DIA)                | 7.52                  | <a href="https://childadvocacy.iowa.gov">https://childadvocacy.iowa.gov</a>           |
| Civil Rights                        | 7.53                  | <a href="https://icrc.iowa.gov/">https://icrc.iowa.gov/</a>                           |
| College Student Aid                 | 7.5                   | <a href="https://www.iowacollegeaid.gov/">https://www.iowacollegeaid.gov/</a>         |
| Credit Union                        | 7.5                   | <a href="https://creditunions.iowa.gov">https://creditunions.iowa.gov</a>             |
| Cultural Affairs                    | 7.43                  | <a href="https://iowaculture.gov">https://iowaculture.gov</a>                         |
| Drug Control                        | 7.43                  | <a href="https://odcp.iowa.gov">https://odcp.iowa.gov</a>                             |
| Economic Development                | 7.43                  | <a href="https://volunteerchallenge.iowa.gov">https://volunteerchallenge.iowa.gov</a> |
| Economic Development                | 7.5                   | <a href="https://volunteeriowa.org">https://volunteeriowa.org</a>                     |
| Economic Development Mentoring      | 7.41                  | <a href="https://www.iowamentoring.org">https://www.iowamentoring.org</a>             |
| Economic Development Volunteer Iowa | 7.5                   | <a href="https://volunteeriowa.org">https://volunteeriowa.org</a>                     |
| Education                           | 7.41                  | <a href="https://www.educateiowa.gov">https://www.educateiowa.gov</a>                 |
| Education                           | 7.43                  | <a href="https://iowacore.gov">https://iowacore.gov</a>                               |

|  |             |  |
|--|-------------|--|
| <b>Employers Disability Resource Network</b>           | <b>7.53</b> | <b><a href="https://edrn.iowa.gov">https://edrn.iowa.gov</a></b>                       |
| <b>Governor</b>  | <b>7.53</b> | <b><a href="https://governor.iowa.gov">https://governor.iowa.gov</a></b>               |
| <b>Governor (Linda Fandel)</b>                         | <b>7.53</b> | <b><a href="https://iowaeducation.iowa.gov">https://iowaeducation.iowa.gov</a></b>     |
| <b>Human Rights</b>                                    | <b>7.5</b>  | <b><a href="https://humanrights.iowa.gov">https://humanrights.iowa.gov</a></b>         |
| <b>Info Security Office</b>                            | <b>7.51</b> | <b><a href="https://iso.iowa.gov">https://iso.iowa.gov</a></b>                         |
| <b>Inspections &amp; Appeals</b>                       | <b>7.51</b> | <b><a href="https://dia.iowa.gov">https://dia.iowa.gov</a></b>                         |
| <b>Interoperable Communications Systems Board</b>      | <b>7.5</b>  | <b><a href="https://isicsb.iowa.gov">https://isicsb.iowa.gov</a></b>                   |
| <b>Iowa College Aid</b>                                | <b>7.5</b>  | <b><a href="https://www.iowacollegeaid.gov">https://www.iowacollegeaid.gov</a></b>     |
| <b>Iowa College Aid (GearUp)</b>                       | <b>7.43</b> | <b><a href="https://gearupiowa.gov/">https://gearupiowa.gov/</a></b>                   |
| <b>Iowa Communications Network</b>                     | <b>7.53</b> | <b><a href="https://icn.iowa.gov">https://icn.iowa.gov</a></b>                         |
| <b>Iowa Communications Network (Broadband Matters)</b> | <b>7.5</b>  | <b><a href="https://www.broadbandmatters.com">https://www.broadbandmatters.com</a></b> |
| <b>Iowa Communications Network IDLD</b>                | <b>7.53</b> | <b><a href="https://idld.icn.iowa.gov/">https://idld.icn.iowa.gov/</a></b>             |
| <b>IPERS</b>   | <b>7.51</b> | <b><a href="https://www.ipers.org">https://www.ipers.org</a></b>                       |
| <b>Lt. Governor</b>                                    | <b>7.53</b> | <b><a href="https://ltgovernor.iowa.gov">https://ltgovernor.iowa.gov</a></b>           |
| <b>Management</b>                                      | <b>7.53</b> | <b><a href="https://dom.iowa.gov">https://dom.iowa.gov</a></b>                         |
| <b>Medical Examiner</b>                                | <b>7.5</b>  | <b><a href="https://iosme.iowa.gov">https://iosme.iowa.gov</a></b>                     |
| <b>Nursing</b>   | <b>7.5</b>  | <b><a href="https://nursing.iowa.gov">https://nursing.iowa.gov</a></b>                 |
| <b>OCIO</b>  | <b>7.41</b> | <b><a href="https://broadband.iowa.gov/">https://broadband.iowa.gov/</a></b>           |
| <b>OCIO</b>  | <b>7.5</b>  | <b><a href="https://www.iowa.gov">https://www.iowa.gov</a></b>                         |
| <b>OCIO</b>  | <b>7.51</b> | <b><a href="https://ocio.iowa.gov">https://ocio.iowa.gov</a></b>                       |
| <b>OCIO</b>  | <b>7.52</b> | <b><a href="https://help.iowa.gov">https://help.iowa.gov</a></b>                       |
| <b>Pharmacy Board</b>                                  | <b>7.53</b> | <b><a href="https://pharmacy.iowa.gov">https://pharmacy.iowa.gov</a></b>               |
| <b>Professional Licensing Board</b>                    | <b>7.32</b> | <b><a href="https://plb.iowa.gov">https://plb.iowa.gov</a></b>                         |

|   |             |  |
|---|-------------|--|
| <b>Property Assessment Appeal Board</b>   | <b>7.53</b> | <b><a href="https://paab.iowa.gov">https://paab.iowa.gov</a></b>                       |
| <b>Public Employee Relations Board</b>    | <b>7.5</b>  | <b><a href="https://iowaperb.iowa.gov/">https://iowaperb.iowa.gov/</a></b>             |
| <b>Public Health - Smoke Free Air Act</b> | <b>7.51</b> | <b><a href="https://smokefreeair.iowa.gov/">https://smokefreeair.iowa.gov/</a></b>     |
| <b>Public Health - Smoke Free Homes</b>   | <b>7.41</b> | <b><a href="https://smokefreehomes.iowa.gov/">https://smokefreehomes.iowa.gov/</a></b> |
| <b>Public Health - Step</b>               | <b>7.41</b> | <b><a href="https://www.iowastep.org">https://www.iowastep.org</a></b>                 |
| <b>Public Health -Phabshare</b>           | <b>7.41</b> | <b><a href="https://phabshare.iowa.gov">https://phabshare.iowa.gov</a></b>             |
| <b>Public Information Board</b>           | <b>7.5</b>  | <b><a href="https://ipib.iowa.gov">https://ipib.iowa.gov</a></b>                       |
| <b>Racing and Gaming</b>                  | <b>7.53</b> | <b><a href="https://irgc.iowa.gov">https://irgc.iowa.gov</a></b>                       |
| <b>Revenue</b>                            | <b>7.43</b> | <b><a href="https://tax.iowa.gov">https://tax.iowa.gov</a></b>                         |
| <b>Revenue</b>                            | <b>7.5</b>  | <b><a href="https://iowaforms.gov">https://iowaforms.gov</a></b>                       |
| <b>Terrace Hill</b>                       | <b>7.41</b> | <b><a href="https://terracehill.iowa.gov">https://terracehill.iowa.gov</a></b>         |
| <b>Utility Board</b>                      | <b>7.38</b> | <b><a href="https://iub.iowa.gov">https://iub.iowa.gov</a></b>                         |