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Office of the
Chief Information Officer

STATE OF IOWA

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June 8, 2018

To: All Potential Bidders

From: Mike Nolan, State of Iowa Office of the Chief Information Officer

Subject: RFP OCIO18002 Strategic Technology Plan Services

Addendum Three

Question 1 (Q1).   Re: Section 1.4.1: How should respondents to the RFP address in our proposal the requests for services beyond those needed specifically for the IDR Strategic Technology Plan?
Answer 1 (A1).   Section 4.1.15, 4.1.16, and 4.1.17 are the Mandatory Requirement questions for Other Services. In addition to answering Yes or No to the question, you are able to provide additional information about services provided beyond those needed specifically for IDR.

Q2.   Re: Section 1.4.1: How will OCIO adapt the respondent's scope of services and fixed price cost proposed for the IDR Technology Plan to the development of strategic technology plans for other agencies that may have different needs and/or be significantly larger or smaller than IDR?
A2.   Any additional Technology Plans will be negotiated with the Contractor via subsequent Statements of Work.

Q3.   Generally, what will be the on-site expectations for work under this contract?
A3.   There are no specific expectations for the amount of on-site work compared to off-site work. The State has an assumption that there will be on-site work that will need to be performed as necessary.

Q4.   Please define "assessment of tax operations" experience required on page 33
A4.   We would define "tax operation for a government entity" to be any government agency that has responsibility to collect and verify taxes for the jurisdiction. Governmental entities all have different naming convention for those types of agencies. The State used that term as we understand that some tax departments will be named different things (e.g. Department of Taxation, or Department of Revenue, or Property Tax Division, etc.). Refer to Section 4.2.7 for more information.

Q5.   Why is the Agency making the experience in 4.1.5 a Mandatory Specification instead of a scored criteria?
A5.   The State believes that experience at least at this level is important enough to be a Mandatory Specification.

Q6.   How many total server instances in the environment(s)? How many physical servers? How many virtual servers?
A6.   Estimated VMs 100 and Physical 15.

Q7.   What types and counts of platforms are deployed in the in-scope DC(s) (x86, Unix, Mainframe, AS400, etc.)?
A7.   High level application information will be available during the Resource Room. Detailed information about application platforms will be provided to the successful contractor after the contract is signed.

Q8. How many DC's are in-scope for assessment/inventory?
A8. **Two Data Centers in the Greater Des Moines Iowa area.**

Q9. How many Offices (non-DC's) are in-scope for assessment/inventory?
A9. **IDR has staff located in Des Moines and Cedar Rapids. Travel will be limited to the Des Moines metro area.**

Q10. Is there a CMDB? If so, what type and what is the level of accuracy?
A10. **No.**

Q11. Does the CMDB have updated information for all Configuration Items (CI) for the source DC(s)?
A11. **N/A**

Q12. Does the CMDB contain detailed application interdependency mapping?
A12. **N/A**

Q13. Does the Network scope includes Telecom circuit inventory and assessment?
A13. **No.**

Q14. How many applications are in-scope for the response?
A14. **All applications used by Department of Revenue are in scope. This includes three large system, and a handful of smaller systems. High level application information will be available during the Resource Room. Detailed information about application platforms will be provided to the successful contractor after the contract is signed.**

Q15. What type and number of applications are hosted – COTS, Homegrown, etc.?
A15. **There is a mixture of COTS, internally developed, and externally developed applications.**

Q16. Are Business Impact Analysis (BIA) reports or the like available for the applications?
A16. **No. IDR does have a Continuity of Operations plan that includes many components of a BIA. This can be provided to the successful contractor after the contract is signed.**

Q17. Are there any regulatory or compliance concerns that could affect migrations?
A17. **Yes. As outlined in section 1.4.4.2.1, Section 1.4.4.2.2, and Section 1.4.4.2.3 compliance and compliance implementation plans are required and critically important. IRS Publication 1075 is the most pertinent Federal compliance requirement, but understanding and following all applicable federal and state compliance is a mandatory requirement.**

Q18. Will there be access to Agency/LOB resources in addition to IT resources in regards to questionnaires and interviews?
A18. **Yes. These resources will be made available to the successful contractor.**

Q19. What type of Disaster Recovery capabilities currently exist?
A19. **IDR has in place an incident response plan and business contiguity plan. These plans are not publicly available, but will be available to the Successful Contractor after a contract is signed.**

Q20. What is your budget per year for consulting services?
A20. **It varies from year to year. For more information on expenditures see data.iowa.gov.**

Q21: How large is the IT Staff Team assigned to the department of revenue?
A21: **Staffing varies and is adjusted as needed.**

Q22. Can we use offshore labor to supply these requirements?
A22. Attachment 6 outlines the requirements for Contractors. Inside of that document a requirement is "No data can be accessed by contractor, or contractor's employees, agents, and subcontractors located offshore or via any information systems located off-shore."

Q23: Can the consulting services winner / provider recommend their branded hardware later on, or would that consultation provider disqualify themselves from providing future hardware?
A23. Contractors providing the strategic consulting services outlined in this RFP would be unable to bid on future operational procurements related to the scope of the consulting services.

Q24: Where do their current applications reside? Private data center or cloud?
A24: Applications are hosted in private data centers and cloud services. More information can be shared after contract negotiations.

Q25: Why do you want to move to public cloud, if so?
A25: Section 1.4.4.1.2 gives a list of some technologies that IDR has identified as potentially influential. This includes cloud services. The State has not specifically outlined "public cloud" as desired or as a requirement. We expect the successful bidder will help us determine what the right technology portfolio looks like, which could include Public Cloud.

Q26. What timeframe have you allocated to move to cloud?
A26. Section 1.4.4.1.3 outlines a Technology Roadmap. We expect a timeframe to be included as a part of the Strategic Technology Plan.

Q27. Is the ideal scenario for one provider to provide a hybrid solution for on-prem and off-prem (cloud)?
A27. The State has not determined the ideal scenario. We expect the successful bidder to provide recommendations as outlined in the deliverables in this RFP. The list identified as potentially influential in Section 1.4.4.1.2 may be part of the recommendation.

Q28. Will you accept any partial bids (missing 1-2 pieces)?
A28. Please refer to Section 2.14. All Proposals will be evaluated as outlined in Section 2.24 and Section 5.

Q29. Will the awarded vendor be permitted to provide any technology or technology related services to a department or agency where work was performed under this contract? If yes, please explain if there are any limitations. If no, is there a period of time after the termination under this agreement that the vendor would not be permitted to provide any technology or technology related services?
A29. Contractors providing the strategic consulting services outlined in this RFP would be unable to bid on future operational procurements related to the scope of the consulting services.

Q30. Is there flexibility with the insurance requirements? We have significant coverage ($10M for cyber liability, and $8M general liability) but not to the extent you have required. Will this coverage be acceptable?
A30. Section 3.2.11 provides a process to identify exceptions to the terms and conditions in the RFP and attachments.

Q31. Under Section 8 in Attachment 6, may we negotiate the indemnification clauses in the terms and conditions within the contract?
A31. Section 3.2.11 provides a process to identify exceptions to the terms and conditions in the RFP and attachments.

Q32. Under Section 11 in Attachment 6 states that there may be manual and/or automated scanning tools used to perform assessments of IT assets. We conduct an annual independent review of our systems including penetration testing, is this acceptable? Do we need testing beyond this?

A32. **After reviewing the question, the State is not sure of the correct interpretation of this question and does not feel it can issue a sufficient response. For information on scanning and testing please see Attachment 6 Section 11.**