2.2 Scored Technical Requirements

4.3 Scored Technical Requirements

All items listed below are Scored Technical Requirements. All requirements will be evaluated and scored by the evaluation committee in accordance with Section 5. ***For each line item in Section 4.3, Vendors should clearly and concisely provide a description of how they can provide the item****. Each item response will be scored for its quality in providing the best possible solution for the State. Proposals that do not have a total minimum score of 60% on these requirements will be rejected.*

2.2.1 Email

4.3.1 E-Mail

Describe the proposed solution's capabilities for e-mail. Examples of capabilities your response may include are:

- *Categorize, label, and/or organize email messages.*

Yes. Gmail supports labels, which are similar to folders but have striking advantages over folders:

- An email can have more than one label. Users can only put a message in one folder whereas they may associate an unlimited number of labels with an email.
- A labeled conversation can be in several locations (Inbox, All Mail, Sent Mail, etc.) at once, making it easier to find later.
- Users can search by label, key word or phrase for information.

- *Create user defined rules for email handling.*

Yes. Gmail supports rule-based email handling via filters. Gmail's filters enable users to manage the flow of incoming messages. Using filters, users can automatically label, archive, delete, star, forward mail, or keep it out of spam -- all based on a combination of keywords, sender, recipients, and more. Gmail offers the ability to define an unlimited number of rules (filters) for handling mail. Users may define filters which result in automatic actions being taken on incoming or existing email.

- *Delegate email functionality to another staff member (i.e., proxy assignments, including mail/phone, appointments, reminder notes, tasks)*

Yes. Users may delegate access to their Gmail or Google Calendar account to someone else in the State's organization so they can read, send, and delete messages on the user's behalf as well as manage calendar functions for another person.

Email Delegation

A user can delegate email rights to an executive assistant, or the user can set up a small group mailbox. Any messages someone else sends from an account will have the user's name listed in addition to the delegate's name. If a user has granted delegate access to their account, the delegate can access it by clicking the down-arrow next to the primary email address in the

upper-left corner of the Gmail page. The delegate can then select the email address from the drop-down menu and actively work in the account owner's email account.

Google Apps provides both users and administrators with the ability to delegate mail, calendar or contacts to other users of the system. This enables other users to read, reply and organize emails, they can also manage calendars and accept or decline meeting invites as well as interact with contacts. Account owners can delegate each of these services individually to other users to allow for very granular control of delegation.

Calendar Delegation

Google calendar (Gcal) is a robust application that enables users to view and manage their calendar, delegate granular access to others in their organization, share free/busy information, create calendar events, schedule meetings with participants across agencies and with third parties, reserve rooms and resources, and much more. From Gcal, users can delegate their calendar to other people within the domain. Calendar delegation enables users to provide granular levels of access to their calendar to specific users or to the entire organization. Full delegate rights will enable another user to view, create, modify or delete any calendar event. Lesser permissions can be granted via Calendar sharing for "view" only access, which includes the ability to see all event details or just free/busy information which obfuscates the appointment details. Users may retract delegate privileges at any time. Delegation privileges in Gcal include the ability to share calendars with specific people. The following levels of delegation access are available in Google calendar:

- **Make changes AND manage sharing:** This permission provides owner rights to a calendar. Delegates can then create calendar events, modify calendar events, delete calendar events, and grant other people access to the calendar.
- **Make changes to events:** This permission provides the delegate the ability to view and change all events, including private ones. The delegate will not be able to create events on behalf of the calendar owner, but they will be able to modify calendar events once created by the owner.
- **See all event details:** This permission enables others to view the details of all events except those marked as private.
- **See free/busy information (no details):** This permission enables others to see when a calendar is booked (busy) and when it has free time. Viewers will not be able to see the names or details of the calendar's events.

- *Copy and paste information to desktop or local storage.*

Yes. Users can also simply select the information, whether text or attachments, and copy with the mouse or keyboard command (CTRL+C) and then paste to their desktop (CTRL+V). Gmail also supports the ability to automatically copy, move and store messages into Google docs format which is then exportable to Microsoft Word, Open Office, PDF, HTML, RTP and text.

- *Access offline*

Yes. Gmail's primary features are available in offline mode using Chrome. This includes the ability for users to read, compose, search, label, change settings, view attachments and more. Any messages sent while in offline mode are queued in the Outbox and automatically synchronized (sent) once the user reconnects to the internet.

- *Add personal signatures.*

Yes. Gmail supports text, rich text and html personal signatures. Multiple signatures are supported for multiple accounts or in account delegation scenarios. Users may also leverage the "canned responses" feature to create multiple signatures for group mailboxes.

- *Spell checking functionality; including automatic spell checking for free form typing.*

Yes. Google Apps supports automatic spell checking and corrections. Automatic spell checking takes place within most browsers. Misspelled words are visually identified with a wavy red line appearing underneath the word. Users may choose from a list of correctly spelled words by clicking the misspelled word or add the word to the browser's dictionary. The automatic spell checker operates in the same language the user has selected. If a user composes a message in a language other than their interface language, they can check the spelling of that message by clicking the arrow next to the "Check Spelling" link to select the appropriate language.

- *View metadata for a message type. Describe what metadata is available. (Metadata is information that is commonly available in message headers).*

Yes. Messages are stored with their original metadata (e.g. the original headers, received lines, recipients, date fields, attachment names, file types, etc.). In Gmail, users may view message headers by simply clicking on the down arrow under the sender's name. In Google Vault, when messages are set aside in saved sets for eDiscovery purposes, the entire message content is included so messages and their original metadata are easily searched, reviewed and exported. Administrators who wish to view detailed header information can do so by clicking the reply drop-down menu in the email message and selecting "show original" from the list.

- *Post reminders.*

Yes. Google calendar provides users with multiple ways to create and post reminders. Users can create an event on their calendar as a reminder and the systems will notify them with a pop up notification and/or an email depending on the user's preference. Tasks may be used as reminders. Users have the ability to create a task, assign a due date, create lists of tasks, prioritize tasks by moving them up/down on the list, indent and outdent tasks to create parent/child relationships, clear completed tasks, print task lists and more. Tasks appear on a user's Google calendar at the top of their view. Additionally, users may create zero duration events on their calendars, which do not impact their free/busy availability, but serve as reminders with the ability to select a variety of notification options.

- *Search or filter emails by header fields.*

Yes. Users may search (sort/filter) email and other Google Apps, by date, sender, subject, has/doesn't have the words, to, from, subject; specify date range and restrict searches to specific folders (labels). Additionally, Gmail supports rule-based email handling via filters. Filters enable users to manage the flow of incoming messages and automatically keep it out of spam, label, archive, delete, star, or forward mail, all based on a combination of keywords, sender, recipients, and more. Gmail offers the ability to define an unlimited number of filters for handling mail by date, sender, subject, etc.

- *Set follow-up reminders on email messages.*

Yes. By using the "Add To Tasks" feature (or the Shift + T keyboard shortcut) users can quickly and easily add a reminder to their tasks list. From tasks, users may add a due date to integrate the reminder with Google Calendar.

- *Send out-of-office notifications to internal email senders and external email senders.*

Yes. Users may setup and manually or automatically activate the out-of-office responder which sends an automated reply to incoming messages. If multiple messages are received from the same sender, the automated reply will be sent at most once every 4 days. The smart auto-responder can be setup to turn itself on/off automatically upon designated start and end dates. Users have the ability to specify start and end dates for the out of office responder in order to automatically turn the service on or off, including from mobile devices.

- *Support email messages in Hyper Text Markup Language (HTML), and plain text format*

Yes. Gmail supports HTML, plain text, and rich text formats. Users simply select from a number of rich text options in the formatting toolbar located below the message body of an email.

- *Distinguish between read and unread emails.*

Yes. When a user has an unread email in their inbox, the message will display in bold. Read messages will be displayed in normal text (not bold). Additionally, when new email is added to an existing conversation thread, it will display the individual email message in bold within the thread to indicate a new email has been added. Users can also choose "Mark as Unread" from the email drop-down menu if they wish to show the message as unread. Please see Section 2.1.1 Email for screenshots.

- *Create views including threaded conversations, non-threaded conversations and reading panes.*

Yes. Gmail's default view is "Conversation View," where all messages sharing the same subject will be contained in one consolidated message thread. This approach conserves inbox real estate as it groups like messages into one inbox line. Users may turn off conversation view with a single mouse click at any time. Please see Section 2.1.1 Email for screenshots.

- *Use multiple windows to create and edit e-mails.*

Yes. When users compose email, the message opens up a new compose window for each outgoing message. Users can also click the "pop-out" icon from the Gmail interface so they can work on a different message in each browser window, as desired.

- *Tag, block, and filter incoming emails as spam.*

Yes. Users may mark messages as "Spam" or "Not Spam" right from their inbox or a label. Messages marked as spam will no longer be delivered to the user's inbox. Instead, they will be routed to the user's spam label where they may access and restore the item. The more spam users mark, the better the system gets at identifying future messages as spam. If a message is inadvertently marked as spam, the user can reset its status to Not Spam and it will then be delivered back to the user's inbox. Users can also define an unlimited amount of email filters to automatically mark/never mark messages as spam.

- *Autocomplete and search address lists when addressing email.*

Yes. Google provides the ability to search address lists while addressing emails. Additionally, Google provides search-as-you-type and auto-complete GAL capability across the entire suite of Google Apps.

- *Search all email and attachments.*

Yes. Users can search across all email and attachments by entering search terms in the search bar at the top of the Gmail inbox.

2.2.2 Contact Management

4.3.2 Contact Management

Describe the proposed solution's capabilities for contact management. Examples of capabilities your response may include are:

- *Categorize or group contacts and email contact groups.*

Yes. With Google's contact manager, users may group and categorize contacts easily and then use those groups to send messages.

- *Access contact information while offline.*

Yes. Users can see contacts on a linked Mobile device; users can download contacts to a CSV file; or users can store contacts as a Google spreadsheet which is accessible offline. Contacts are also available in the type ahead feature within Gmail offline.

- *Delegate contact management.*

Yes. When a user delegates their account, the delegate can access the user's contacts and create, edit, and delete any contact information.

- *Create system wide contacts that show up in global listing.*

Yes. Administrators may enable contact sharing to allow each user in a Google Apps domain to have easy access to other users in the domain. The shared contact list is similar to what is commonly referred to as a global address list (GAL). Personal contacts can be imported and exported or migrated on behalf of the user. Users can also add contacts for people outside of their domain to the shared contacts list using the Shared Contacts API. In Gmail, email addresses are automatically added to a user's Personal Contacts each time they type an email address or use the Reply, Reply to all, or Forward functions to send messages to addresses not previously stored in their Personal Contacts list.

- *Import/Export contacts.*

Yes. Users can quickly import and export their contacts to Google Apps using standard formats such as vCard and CSV. Google also provides several tools for importing contacts from other email systems including Outlook and other email platforms. Additionally, administrators may leverage programmatic integration via the Google Contacts API which can be used to securely integrate Google contacts with any application or device. Many third-party applications also provide contact integration using these APIs.

- *Custom fields for contacts.*

Yes. Google supports personal and corporate directory contacts for a number of standard and customized fields. Users can create custom fields as desired. Standard fields include: name, title, company, assistant, manager, department, office location, work email, employee IDs, websites, home phone numbers, fax phone numbers, mobile phone numbers, work mobile phone numbers, assistant's number, street address, P.O. box, city, state/province, zip/postal code, and country/region.

- *Perform a keyword search on Contact management fields.*

Yes. The Google search bar is located in the same place on every Google application and enables users to find information quickly using basic and advance search terms. Users can search on name, title, company, assistant, manager, department, office location, work email, employee IDs, websites, home phone numbers, fax phone numbers, mobile phone numbers, work mobile phone numbers, assistant's number, street address, P.O. box, city, state/province, zip/postal code, country/region, and more.

- *Designate mailing address.*

Yes. One of the fields in the Contact profile includes mailing address.

- *Maintain a comprehensive address book for state agencies including a State of Iowa governmental entity that does not move to the cloud system.*

Yes. Tempus Nova will maintain a comprehensive address book or global address list (GAL) that includes all of State of Iowa governmental entities, whether the entity moves to the cloud system or not.

2.2.3 Calendaring & Scheduling

4.3.3 Calendaring and Scheduling

Describe the proposed solution's capabilities for calendaring and scheduling. Examples of capabilities your response may include are:

- *Create, edit, and schedule shared calendars.*

Yes. By default, the user's primary calendar is created for them during the provisioning process. Users may customize their default calendar as desired. Users may create, edit, and schedule additional calendars such as shared calendars. Calendars can be shared State-wide, across Agencies, or with select co-workers. Users may choose from a range of sharing permission controls to maintain security and privacy. Users can establish granular permission levels including the ability to see all event details, just free/busy time, make changes to events, and include more members in the shared calendar. Additionally, calendars may be published to the web and embedded in websites or applications as desired (and as permissioned by the State's domain administrator).

- *Secure calendars and managing access controls*

Yes. As also described above, Google calendar empowers users to control access to their calendar, including all event details or just free/busy information at a granular level. Users may choose to share their calendar with everyone in their domain, just specific users or make it private so only their executive assistant can view or manage their calendar. Calendar events (individual appointments) may be modified so access controls can be customized for each entry including no access, view free/busy only, or show full details. Meeting creators may optionally designate if an event may be edited by attendees. At the domain level, administrators may set default options and end users may then override those options on a per calendar or per event basis.

- *Drag and drop files into calendar events.*

Not currently supported. However, users can easily add attachments by clicking the "add attachment" link from the calendar event and navigating to files within Drive or their desktop.

- *Search functionality.*

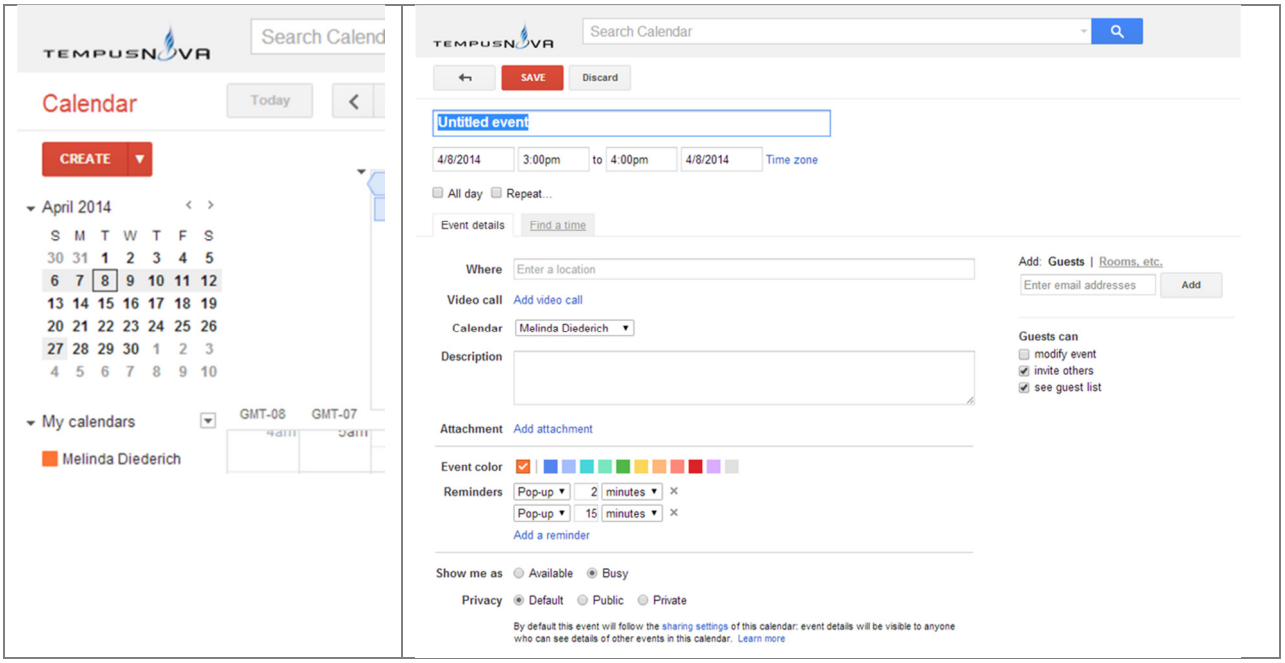
Yes. The Google search bar is located in the same place on every Google application and enables users to find information quickly using basic and advance search terms. Users can type search words or phrases in the "Search Calendar" field at the top of their view.

- *Send communication to event attendees.*

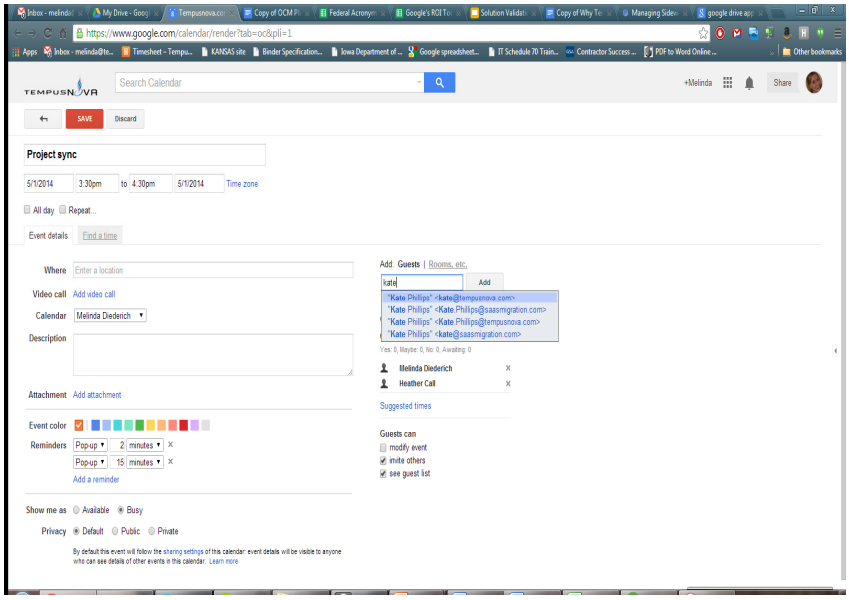
Yes. Users can update an event and send the update to all invitees without requiring them to respond. Users may also leverage the "email guests" functionality directly from the calendar event and add/remove recipients from the email as desired.

- *Overview of user experience. Provide descriptions and screenshots of user calendaring scenarios.*

Yes. Google calendar (GCal) provides users with a simple, streamlined way to schedule appointments and create tasks. To create a calendar event, a user simply clicks the Create button and enters the event detail information in the appropriate fields. The user can also add links, attachments, reserve resources (such as conference rooms), add a Google Hangout to the meeting, and add attendees to events with ease. Users can manage sharing privileges and calendar by applying granular permissions such as the ability to see all event details or just free/busy time.

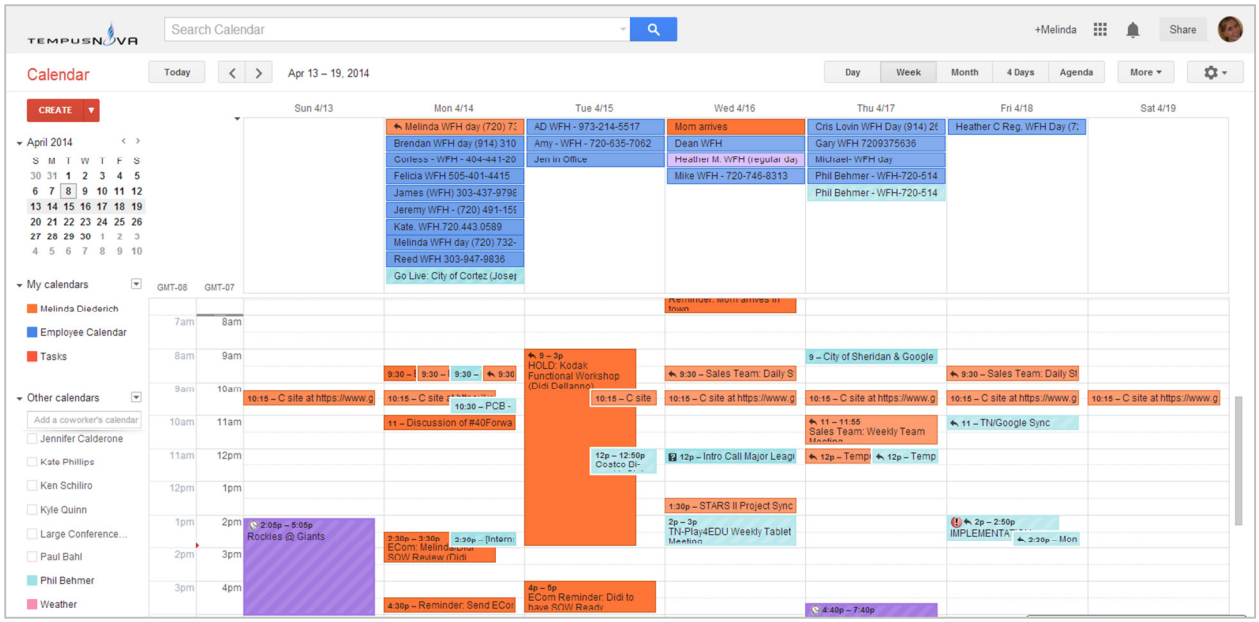


Creating an Event



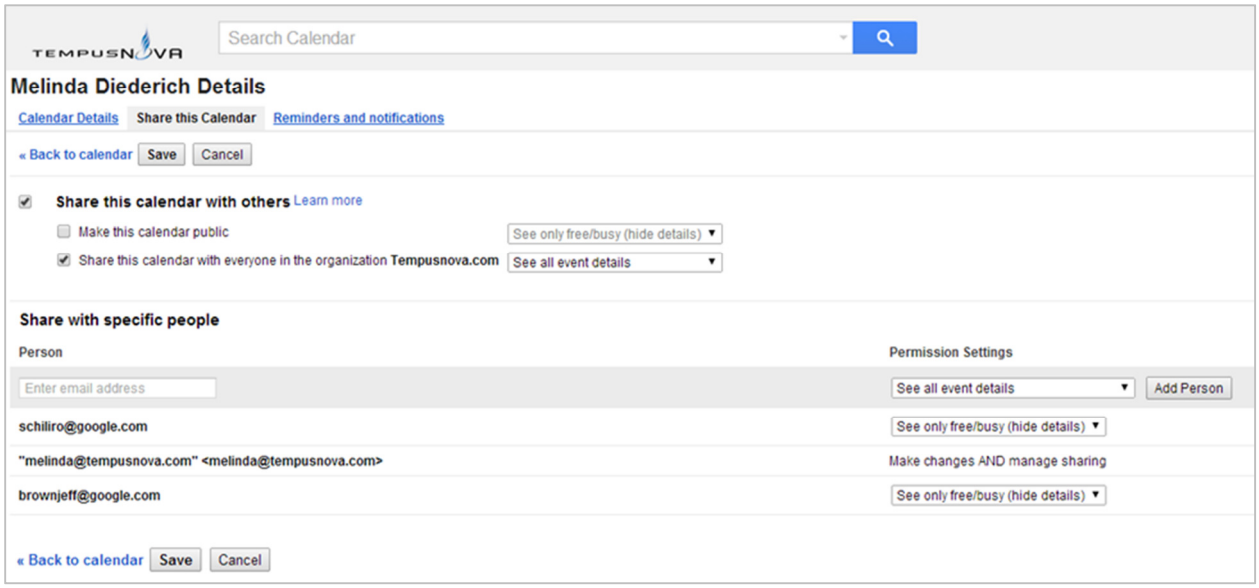
Adding Attendees

Users can view their own calendars, shared calendars, and other calendars they have permissions to view. They can also add calendars for national holidays, religious holidays, and sporting events.



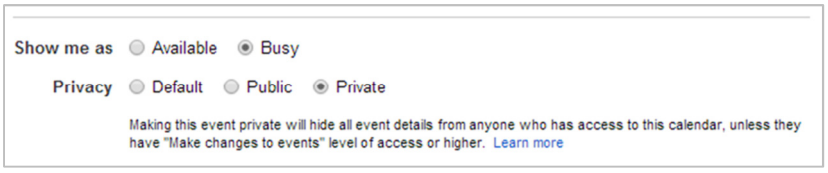
Multiple Calendars

Users specify whether their calendars are shared with everyone in their domain, shared with specific people, shared with others outside their organization or make their calendar private.



Calendar Sharing & Permissions

In addition to applying calendar wide sharing permissions, Gcal offers users the option of changing the sharing/collaboration permissions and visibility of details for individual events. Gcal enables users to override the default calendar settings and select granular permissions at the calendar or event level to just show free/busy information by marking the event as private.



Calendar Privacy Settings

- *Delegate Calendaring and Scheduling functions*

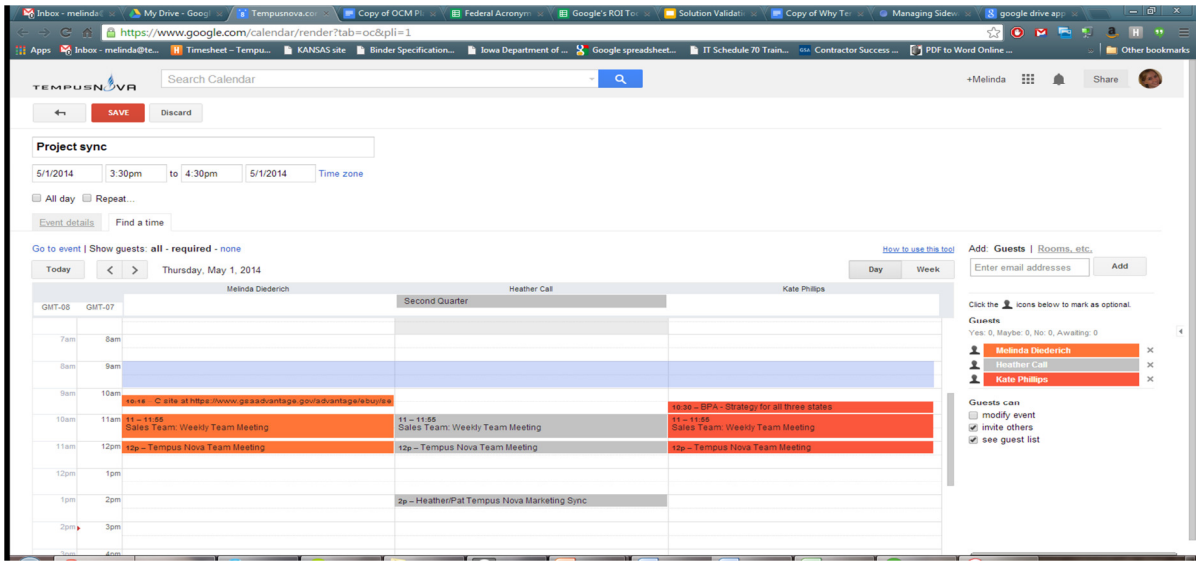
Yes. Google calendar (Gcal) is a robust application that enables users to view and manage their calendar, delegate granular access to others in their organization, share free/busy information, create calendar events, schedule meetings with participants across agencies and with third parties, reserve rooms and resources, and much more. From Gcal, users can delegate their calendar to other people within the domain.

Calendar delegation enables users to provide granular levels of access to their calendar to specific users or to the entire organization. Full delegate rights will enable another user to view, create, modify or delete any calendar event. Lesser permissions can be granted via Calendar sharing for "view" only access, which includes the ability to see all event details or just free/busy information which obfuscates the appointment details. Users may retract delegate privileges at any time. Delegation privileges in Gcal include the ability to share calendars with specific people. The following levels of delegation access are available in Google calendar:

- **Make changes AND manage sharing:** This permission provides owner rights to a calendar. Delegates can then create calendar events, modify calendar events, delete calendar events, and grant other people access to the calendar.
- **Make changes to events:** This permission provides the delegate the ability to view and change all events, including private ones. The delegate will not be able to create events on behalf of the calendar owner, but they will be able to modify calendar events once created by the owner.
- **See all event details:** This permission enables others to view the details of all events except those marked as private.
- **See free/busy information (no details):** This permission enables others to see when a calendar is booked (busy) and when it has free time. Viewers will not be able to see the names or details of the calendar's events.

- *View Calendar information for others including availability while scheduling an event.*

Yes. As shown in the figure above, users can view other calendars by adding the calendar to their list and then clicking the name to view calendar information. Users can view their own calendars, shared calendars, and other calendars they have permissions to view. To schedule an event, users can select the "find a time" tab while creating the invite. The calendar will display the schedules of all potential attendees side-by-side so the event organizer can easily see when all parties are available.



Using "Find a Time" to Schedule Meetings

- *Control visibility of calendar events, both internal and external.*

Yes. The owner of an event may also choose to make the event details public on the web. In addition to privacy, sharing and collaboration settings for events, users have the ability to make changes to events created by other users as enabled. Changes are only visible to the user making the changes and any users/resources added to the event. As with all the Google

applications, Google calendar can be automatically synchronized with most mobile devices such as BlackBerry, iPhone, iPad, Palm, Android, Treo, ActiveSync, Windows Mobile and other smart phones.

- *Send a calendar event request to an external user.*

Yes. Google Calendar supports the iCal standard enabling users to type an external email address within a calendar invitation. When the user clicks "Send", the invitation is automatically sent to the external guest and added to their native (non-Google) calendar, regardless of which system the external recipient is using (e.g. Gmail, or an on-premise system such as Exchange, Lotus Notes or GroupWise). Google Calendar follows internet standards to ensure events will interact with all other standards based systems.

2.2.4 Data Retention

4.3.4 Data Retention

Describe the proposed solution's capabilities for data retention. Examples of capabilities your response may include are:

- *Support for retention periods from months to unlimited by department and/or group(s) within a department.*

Yes. Retention policies are associated to an organizational unit (OU) which can be comprised of a group of users, an agency, a department, and so on. One or more users may be assigned to an OU. There is no limit to how many OUs an administrator may create. The flexibility to set retention periods on a per-organization basis enables administrators to customize retention periods to the needs of various user groups and agencies.

- *Capture and retain metadata unchanged and in its original format.*

Yes. Investigators can retrieve archived data based on content, sender, recipient, and/or other metadata with different archival periods.

- *Restoration of an archived email to inbox by the end user.*

Yes. From the users' Gmail inbox, they may click the Archive button to move the message out of their main inbox view and into their personal email archive. Archiving in Gmail is different from traditional on premise email systems. In Gmail, when a user archives a message it is moved from their inbox but is still part of the user's mail file versus being stored in a separate location. The ability for the user to restore archived email is accomplished easily with a couple of mouse clicks. The user can search for the item and restore it to their inbox or associate the message with a Gmail label or multiple labels. The user may also click the "All Mail" view to view and retrieve the item from their archive.

From Google Vault, end users must rely on administrators to restore a message that is in the archive. End user access to their Google Vault archive is currently on the short term roadmap. Details have been included in our proposal response as to the choices the State of Iowa has related to migrating existing active and archived data for the State's users.

- *Create and modify retention periods for a class of users (e.g. department or group) or data (e.g. Medicaid vs. Social Security Act Title IV).*

Yes. Retention policies are associated to an organizational unit (OU) which can be comprised of a single user, a group of users, an agency, a department, the entire domain, and so on. One or more users may be assigned to an OU. There is no limit to how many OUs an administrator may create.

Regarding data, the administrator can set retention based on search terms, including searching metadata within the system. This capability allows the administrator to set up retention periods based on data types.

- *Data retention capabilities for other workloads such as collaboration and office productivity documents.*

Currently, Google Vault does not support the retention of collaboration and office productivity documents. However, this functionality is scheduled to be supported by Q4 2014.

2.2.5 E-Discovery

4.3.5 E-Discovery

4.3.5.1 Describe the proposed solution's capabilities for e-discovery. Examples of capabilities your response may include are:

- *Mailbox archiving and e-mail journaling.*

Yes. As mentioned in Section 1.3.2, Google Vault is an integrated archival and eDiscovery solution. Vault manages the single instance of data at rest without having to copy it to a different location risking data corruption. Vault is a hosted service that manages email retention and provides organizations with a complete, secure email archive with search and recovery tools. Vault enables administrators to set granular retention policies and perform searches based on sender, recipient, cc, bcc, and, or, not, wildcard, date, time, message body content, sender, recipient, text within attachments, wildcard, date, time, search within results, and more. Vault supports eDiscovery functions such as legal hold, retrieve, and export functions; the ability to filter results, save search results and search for data across all accounts within a domain.

Vault enables authorized users to search, find and preserve electronic information and label information; find and preserve data to respond to unexpected claims, lawsuits or investigations; recover and restore lost or deleted email; access emails in response to a litigation, probative effort or other investigation; and to export data to standard industry formats, such as MBOX, PST, XML, and PDF so that data can be shared with external parties as desired.

- *Collaboration and productivity application archiving and e-discovery.*

No. Currently, Google Vault does not support archival and eDiscovery of collaboration and office productivity documents. However, this functionality is on Google's roadmap and scheduled to be supported by Q4 2014.

- *Perform complex Boolean searches across archived e-mail for a variety of search fields.*

Yes. Administrators can apply detailed search criteria to retrieve specific messages from the archive such as a word or a phrase. Search fields include the ability to retrieve whole or partial matches on the following fields: Date Range, Start Date, End Date, Match All Words, Match Any Word, Exclude Words, Subject, File Name, Mail Flow, Sort By, Has Attachment and more. Administrators can create complex keyword search queries using Boolean logic and other advanced options such wildcard, proximity, and fuzzy-match searches. Boolean search fields include sender, recipient, bcc, metadata, subject, header information, content, attachment, and file attachment. From there, results can be saved as result sets so authorized users can rerun search queries at any time to obtain the most updated information.

- *Review search results and tag/mark individual e-mails.*

Yes. Google Vault administrators may retrieve all emails for a user inbox; all emails across multiple mailboxes; all emails across the entire domain; or email that contains a specified term in any specified field(s) including for full text searches, keywords, metadata fields (including types of attachments), filenames or partial file names. Administrators can apply detailed search criteria to retrieve specific messages from the archive such as a word or a phrase. From there, results can be saved as result sets so authorized users can rerun search queries at any time. Administrators can place legal holds on individual Gmail and chat messages to maintain them beyond their standard retention policies for litigation purposes.

- *Delegate ability to review and approve search results.*

Yes. Permissions to conduct searches can be assigned to users by the State's admin staff, including assistants. A user with permission to search ALL DATA can search all users' accounts; a user with only HELD DATA rights would have to reply on someone with greater permissions to define the list of Users that would be assigned to their HELD DATA Matter.

- *Redact e-mail, preferably at the level of individual content elements*

No. Google Vault does not currently support this capability. Because Vault is an immutable archive that eliminates chain of custody concerns, the archive is forensically undisputable and therefore cannot be altered from its original state. However, Gmail enables users, delegates, and administrators the ability to redact emails at the level of individual content elements.

- *Preserve chain of custody.*

Yes. With Google Vault, email is automatically captured in an immutable archive and retained in place. This eliminates chain of custody concerns. The archive is captured in its original state and therefore forensically undisputable.

- *Enforce legal holds to prevent deletion of e-mail.*

Yes. Google Vault supports legal holds. All email for a named licensed user will be held in Google Vault and is not subject to the archive's established retention policy (e.g. if Google Vault is set to retain emails for 180 days, any data or user placed on a legal hold will be exempt and there will be no deletion of such data after that 180 day period). Please see Section 1.3.2 of our proposal for additional information about Google Vault.

- *Process for e-discovery during the transition period while migrating into the proposed solution.*

Yes. During the Google Apps transition period, the State will continue to use its current eDiscovery system until the State, Google and Tempus Nova determine the best timeframe to enable Google Vault for end users. Enabling Google Vault for all users typically occurs after the final go live phase when all State employees are on the Google platform. At that point, Tempus Nova would perform the appropriate tests and validations to ensure the State's is being properly captured and retained in the Google Vault archive. Google Vault would be leveraged as the State's archive system of record thereafter. The State's data would then be automatically captured in Google Vault and Symantec Vault would be turned off after the final go live. Concurrently, Tempus Nova would be migrating data from the State's legacy Symantec archive repository to Google Vault. This will ensure there will be no data slippage, loss, degradation, or chain of custody concerns.

Tempus Nova will coordinate, plan, manage and perform the archive migrations to enable a seamless transition from the State's Symantec Enterprise Vault legacy eDiscovery system to Google Vault. We have performed similar data migrations from Symantec and other on premise archive systems to the Google eDiscovery platform. We have a **proven track record** of migrating data for large government and commercial organizations with the highest degree of data fidelity. Our transition process for the migration to Google Vault is explained in more detail below.

- *Maintain an audit log of e-discovery activity.*

Yes. Vault creates audit reports on activities and actions of users in the archive at the matter or system level. Log-in, searches, data views, matter views or changes, exports and more are recorded and auditable. The archiving-audit log report may be leveraged to observe user activity in the archive, including the searches they performed and any messages the user accessed. Additionally, the Vault Help Center and FAQ is an online repository of information for administrators and other authorized users.

- *Capability to review native documents (e.g. Adobe, Microsoft Office).*

Yes. Google Vault provides authorized users with the ability to search against the text portion of hundreds of types of attachments such as Microsoft Office documents and PDFs.

- *Capability to produce and expert e-discovery results in standard file formats (e.g. .PST, HTML).*

Yes. Data may be exported from Google Vault to standard industry formats such as MBOX so it can be produced and shared with external parties as desired. Search results can be exported from the system by any users to whom an administrator has granted "Manage Exports" privileges.

4.3.5.2 Identify and recommend any third party components to assist the State with the review and analysis of e-mail discovery search results. Ensure costs are included in accompanying cost proposal (do not include costs in technical proposal).

Yes. Google Vault does not require any augmentation with additional third party additional eDiscovery solutions to review and analyze email discovery search results. The way search works in Vault is by using the Gmail index to manage Vault searches. Gmail indexes email text first, then text in any attachments. When an authorized user searches mail data, the Retention, Matters, and Reports options are displayed in the left pane. After the user creates a Matter, they can search the domain for information related to the Matter. When Gmail finds a match to the search, the results are displayed in the Vault interface. As a result, no third party components are required to assist the State with the review and analysis of email discovery search results. However, if the State of Iowa is currently paying for and utilizing a solution such as Compliance Accelerator, they can retain that functionality.

2.2.7 Technical Solution Administration

4.3.7 Technical Solution Administration

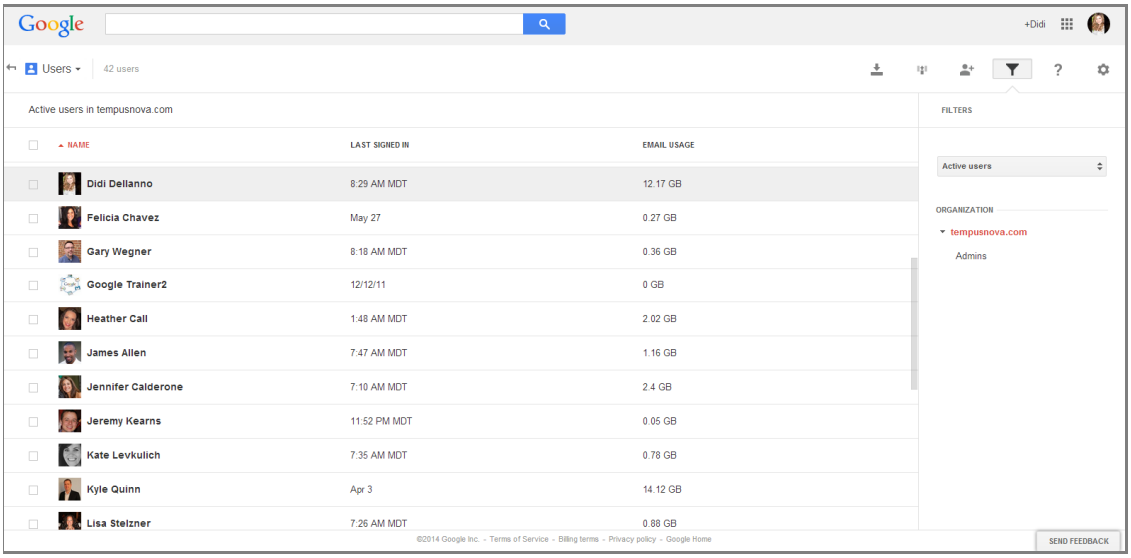
Describe the proposed solution's capabilities for technical solution administration. Examples of capabilities your response may include are:

- *Process and tools necessary to allow the state to fully manage all accounts.*

Yes. The State's administrators can manage all accounts through the Google administration console (also called the control panel), described in Section 2.1.5 Technical Solution Administration. The control panel is an integrated place to manage all Google Apps services

and includes online help, tutorials, and a detailed feature map. The control panel enables administrators to create and manage users; manage domain settings; monitor the system and associated services, and much more (please see the Home Page screen shot below). Administrators can have multiple roles with different privileges assigned to various organizations throughout the domain hierarchy and even create a custom role. When an authorization record is created for an administrator in an organization (OU), the administrator has privileges for that organization and all of its sub-organizations.

In the State's example above, an administrator would simply click on the Users icon on the control panel Home Page to manage accounts.



Google Apps Administrative Control Panel – Manage Users

- *Capability to process attachments up to 80 Mb in size between mailboxes within the solution, or offer an alternative that meets this requirement.*

Yes. The ability to process large attachments is supported in Google Drive and docs. While attachments of that size cannot be supported with emails, users can store large files in Google Drive that can be linked to an email. The reason for this design is to leverage the benefits of the Google cloud and reduce network traffic that can be consumed by users sending large attachments through email. Google Apps offers alternative and better ways to accomplish the same tasks that meet the State's requirements.

- *A single, comprehensive global address book, with the capability of sub-views based on agencies. (e.g., select a specific agency in the global address book and only see employees listed for that agency).*

Yes. The Global Address List (GAL) is a searchable directory of all the users, groups, shared contacts, and resources defined for the State's Google Apps domain. These same global contacts are available from the Gmail interface on the web. By default, global addresses are shared with everyone in the organization and include each user's primary email address and

any email aliases or nicknames. The name format that's used (e.g., Last name, First name vs. First name, Last name) follows the name format setting an administrator established in Gmail.

Additionally, the free Google Apps Directory Sync tool (GADS), as well as the product APIs, integrate directly with multiple State LDAP systems to provide a single, or multiple global address books, to end users. GADS provides the ability to automatically provision users, groups and non-employee contacts based on the user data in any LDAP server.

GADS supports LDAP servers such as Microsoft Active Directory, Lotus Notes Address Books, and Novell eDirectory. GADS directly connects to the State's Google Apps directory and adds or deletes user accounts to match the existing organizational schema in AD (or multiple ADs).

- *Support for the use of aliases (secondary SMTP addresses). Describe any limitations on the number of aliases that can be attached to a single mailbox.*

Yes. User and domain aliases are supported. All mail sent to an alias is automatically directed to the user's actual inbox. The State can create up to 30 email aliases for an individual, not counting the email aliases created automatically when domain aliases are added.

- *Support all existing and future email domains utilized in State of Iowa - see background section.*

Yes. The system will fully support existing and future email domains in use at the State of Iowa. GAFG has the ability to handle many hundreds of subdomains and/or domain aliases under a single primary Google apps instance.

2.2.7 Integration

4.3.7 Integration

4.3.7.1 Describe the proposed solution's capabilities for integration with existing State devices and systems. Examples of capabilities your response may include are:

- *A list of email APIs that the service provider makes available to the State of Iowa for integration with other services including applications and infrastructure devices that utilize email notifications.*

Yes. Google has a rich set of application program interfaces (APIs) and tools for integration, single sign-on (SSO) capability, user and group provisioning and management, email migration, support of email gateway, and email routing controls for dual delivery. Tempus Nova has extensive experience integrating Google Apps with existing on-premise systems. Our past experience suggests that the vast majority of integration with email will consist of routing messages from existing systems via SMTP. Google Apps integrates tightly with any number of SMTP relay systems. This will allow the State to update internal systems that currently route email notifications through Exchange and route through Gmail instead.

Google Apps also includes Gadgets and Apps Script to facilitate integration with the State's current applications and systems. The API functionality enables administrators to programmatically manage the Google Apps domain, users, and services while Gadgets and Apps Script extend the functionality of the GAFG product suite.

Tempus Nova will work with the State to identify beneficial add-ons, modules, and to augment the existing capabilities of Google Apps based on the State's requirements. By leveraging Google Apps built in integration tools, APIs, Gadgets, Apps Script, Add-Ons, and Marketplace applications, Tempus Nova will integrate new functionality with the State's existing systems as well as extend the functionality of the Google Apps for Government solution.

Lastly, Google provides tools to enable Active Directory integration such as contact management and automatic synchronization of contacts. Google Apps Directory Sync (GADS) provides the ability to automatically synchronize contacts such as users, groups, and non-employee contacts based on the user data in an LDAP server. GADS connects to the Google Apps directory and adds/deletes user accounts and synchronizes contacts based on the State's existing organizational schema.

- *Capability to integrate with internal applications using email, specifically using secure SMTP, IMAP, SOAP and POP3.*

Yes. As also described in requirement 4.3.7.1 above, applications can send or receive email using standard SMTP, POP3 or IMAP access to Gmail.

- *Capability to integrate with Inbound/Outbound Fax services.*

Yes. As also described in requirement 4.3.7.1 above, Google Apps works natively with SMTP enabled devices.

- *Capability to integrate with Unified Messaging services (integrated voicemail, e-mail and SMS). Please list the services your solution supports.*

Yes. As also described in requirement 4.3.7.1, GAFG integrates with unified messaging services via SMTP without additional applications. If the State needs a separate Unified Communication (UC) solution, Tempus Nova recommends the Esna Technologies, whose communication platform provides enterprises with enhanced access and control over communications. Through features such as multilingual speech-enabled auto attendant, unified messaging, mobility, fax mail and presence management support, the Esna Technologies platform offers a myriad of options for enterprise users to retrieve and manage their business communications.

Should the State wish to leverage the native unified messaging services included in GAFG, users may sign up for a free Google Voice account to enable them to centralize voice mail and route calls from multiple telephone numbers to a single number. Voice mail messages can then be retrieved from the user's mobile device or from any computer where the user can access their Gmail account.

From Gmail, users have the ability to make phone calls right from their computer with no additional software of hardware required with the free Call Phone feature. Users may also use the Call Computer feature to call each other's computers directly, dial conference numbers, send SMS text messages, send instant messages, group chat, or video conference with up to 15 concurrent connections. The features described above are all part of the base service offering and included with the State's GAFG licenses at no additional cost.

4.3.7.2 Describe how the solution will support the State of Iowa in managing mobile devices to ensure compliance with the State of Iowa Enterprise Mobile Device Security Standard described at http://das.ite.iowa.gov/standards/documents/20130827_Mobile_Device.pdf .

Yes. Google Apps for Government includes a free Mobile Device Management (MDM) console which can ensure compliance with the State of Iowa's Enterprise Mobile Device Security Standard. Android, iOS and Windows mobile users would use the mobile browser, the native apps for mail, calendar, contacts and/or be permitted to download the Google Mobile Apps for mail, calendar, contacts, Drive, Google+ and Google Hangouts. Based on the configuration of the State's current services these access points and applications would simply need to be approved. Recently, the MDM solution has been upgraded to include inactive account wipe, support for EAP-based Wi-Fi networks, compromised device detection, and additional reporting fields to help administrators better manage the devices their employees use and troubleshoot issues. BlackBerry devices would be managed by re-purposing existing BES servers to run the Google Connector for BES.

2.2.8 Active Directory Integration

4.3.8 Active Directory Integration

Describe the proposed solution's capabilities for Active Directory integration. Examples of capabilities your response may include are:

- *The process support single credential set authentication, working with multiple active directories – see background.*

Yes. As also described above in requirement 4.3.7.1, Google provides tools to enable Active Directory integration such as contact management and automatic synchronization of contacts. Google Apps Directory Sync (GADS) provides the ability to automatically synchronize contacts such as users, groups, and non-employee contacts based on the user data in an LDAP server.

Google supports Security Assertion Markup Language (SAML)-based Single Sign-On (SSO) for organizations that already use separate authentication technologies and would like to continue using them. GAFG supports the SAML 2.0 specification and allows organizations to setup SSO in order to apply custom security features, password management policies, and their own two-factor authentication solution. This SSO capability is an alternative to the two-step verification feature that is included with Google Apps.

The GAFG solution enables the State to integrate with a SAML 2.0 compliant system to manage authentication to the Google web services. This integration allows authentication to be controlled and managed by an on-premise authentication system. Once a user is properly authenticated and the SAML token is passed to Google, all continuing network traffic is directly from the remote user's device to the Google servers. This approach ensures authentication activity is maintained by the State's internal systems, while eliminating the network load of remote users connecting to the Google services by way of the State's network.

Google also offers Google Apps Password Sync (GAPS) that will synchronize user passwords from Active Directory to Google Apps. This will enable users to login to the Google system with the same credentials as Active Directory, without the full SSO integration.

- *How the solution will ensure the State of Iowa can continue to access services in the event of a complete outage of state infrastructure including Active Directory Domain controllers.*

Yes. If the State of Iowa experiences a complete outage of State infrastructure, the Google solution and its services will be still be accessible via Internet connection, as all services are cloud-based. If SSO is enabled in the System, an administrator with the proper authorizations could disable SSO with a mouse click, and all services would be accessible. If SSO is not enabled, then no action would be needed as all services would continue to be accessible.

- *The process for establishing Active Directory(s) synchronization with multiple Active Directories – see background.*

Yes. Google Apps Directory Sync (GADS) can be configured to synchronize data from multiple LDAP directories within the State.

- *Support for varied synchronization settings by Active Directory forest synchronization via LDAP.*

Yes. Google Apps Directory Sync (GADS) can be configured to support varied synchronization settings by Active Directory forests via LDAP. An administrator would simply install GADS and configure the synchronization with single or multiple AD sources as desired. To test GADS, an administrator would simply schedule test synchronizations to validate results. From there, the administrator would schedule regular GADS synchronizations to automate the provisioning and deprovisioning process in Google Apps.

- *The process for administrators to force synchronization to occur immediately for user(s) or other object(s) in their domain.*

Yes. Google Apps Directory Sync (GADS) can be run manually from a command prompt at any time by an administrator.

- *How the solution will ensure that directory integration is a not a single point of failure.*

Yes. Google Apps Directory Sync (GADS) can be configured on multiple servers to ensure redundancy and failover capabilities. As described above, an administrator can perform test synchronizations with GADS to ensure it is not a single point of failure and then schedule regular GADS synchronizations to automate the provisioning and deprovisioning process in Google Apps.

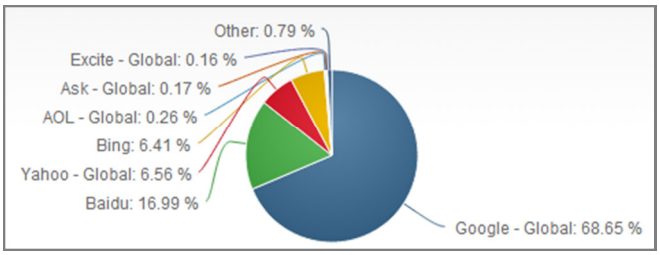
2.2.9 Communication & Gateway Services

4.3.9 Communication and Gateway Services

Describe the proposed solution's capabilities for communication and gateway services. Examples of capabilities your response may include are:

- *Architecture design including scalability, capacity, and routing to alternate destinations for an environment expected to handle 5-12 million incoming messages per day at the perimeter.*

Yes. As a true cloud solution, GAFG offers virtually unlimited scalability. Google currently supports 5 million businesses with 40 million users and approximately 5,000 businesses signing up for the services daily. With approximately 2 billion users on the web and over 700 million users of personal Gmail, Google purpose-built infrastructure is designed to scale instantly on demand. As a commercial cloud provider, Google's experience is in providing massively scalable cloud services to consumer and commercial businesses. With over 68% of the world's search engine market share, Google's infrastructure can meet the needs of the State including increased email traffic and storage demand without any delay in delivery.



Search Engine Market Share – Source: netmarketshare.com

Year	Annual Number of Google Searches	Average Searches Per Day
2013	2,161,530,000,000	5,922,000,000
2012	1,873,910,000,000	5,134,000,000
2011	1,722,071,000,000	4,717,000,000
2010	1,324,670,000,000	3,627,000,000
2009	953,700,000,000	2,610,000,000
2008	637,200,000,000	1,745,000,000
2007	438,000,000,000	1,200,000,000
2000	22,000,000,000	60,000,000
1998	3,600,000 *Googles official first year	9,800

Annual Number of Google Searches – Source: Google Official History, Comscore 1.1.2014

- *E-mail filtering including process for addressing new attacks, hyperlink verification, phishing, and customizable block/approved list.*

Google Apps includes advanced spam management that blocks spam, phishing, malware and other threats before they reach a customer's network to reduce unwanted inbound traffic processed through an Internet connection compared to on-premise solutions as follows:

- **Threat Prevention:** Google's boundary filtering service uses Google own rate shaping, IP analysis, sender validation and recipient validation checks to prevent phishing and SMTP level network attacks such as Spam Outbreaks or Directory Harvest Attacks (DHAs).
- **Anti-Spam:** Google Apps is proven to be one of the most effective solutions for eliminating spam. Processing email for over 450 million consumers and 5 million business representing 10's of millions additional users, Google stops 99% of all spam with a less than 1% false positive rating.
- **Anti-Virus:** Google Apps consistently demonstrates superior anti-virus capabilities, blocking billions of viruses. Google's multi-layer anti-virus protection includes an integrated third party commercial A/V engine, a highly customized open source engine and Google's own prediction analytics and machine learning technology.

- *Day-to-day administration tasks and activities required to manage the solution.*

Yes. Once the Google Apps solution is configured, day to day administration tasks are not required. The anti-virus, anti-spam and content filtering settings will automatically be updated in real time across all Google servers. The only required administration task is maintaining specific blacklists and whitelists within the domain or enabling/disabling a new service when it is released.

- *Content scanning and compliance including lexicons, regulatory rule sets, and pattern matching. Describe any mechanisms to determine whether a pattern match is a valid SSN, credit card number, etc.*

Partially Supported. The Google solution does not provide default lexicons, but Tempus Nova can assist in establishing lexicons/regulatory rules. The ability to set up Content Compliance policies that scan for Financial Identifiers (such as SSNs, account numbers or loan numbers) and Financial Terms (such as balance transfer, refinance or deposit) or Credit Card Numbers will be included in the implementation services offered.

Objectionable Word lists and Content Compliance policies can be created, modified, disabled or deleted from the administrative console. Google Content Compliance Engine supports regex pattern matches. Administrators can apply a simple Regex that looks for a nine digit number with or without punctuation or spaces or a more complex pattern that would exclude any numbers that would not appear in a SSN. For example, the SSA currently states that 772 is the highest AREA number; therefore, the regex syntax would be configured to only match from 001-772. For credit cards, a regex syntax to match 15 or 16 digit patterns can be added to a

Content Compliance rule. A more complex set of patterns can be added that leverages the unique first four digits for each credit card issuer.

- *Capability to control e-mail routing by sending e-mail to an encryption engine, quarantining the e-mail, bouncing back the e-mail to sender or handle in a special way when an e-mail policy is triggered.*

Yes. Google Apps Content Compliance settings enable the State to create policies that apply to everyone, to specific OUs, to individual users or based on specific criteria found in email. The policies enable the State to focus on a specific segment of email such as sender, recipient, subject, body content, attachments, header details or the entire message. Consequences can be established in each policy to reject or bounce the message to the sender with a custom notification or modify the message in any combination of the following options:

- Add a header
- Prepend Subject line
- Change the route
- Note: This is drop down list that includes all destination gateways the State has access to and would include the Google Message Encryption Gateway.
- Change envelope recipient
- Note: This would put the message in either another person's account or a service account the State designates for central quarantine.
- Bypass spam filter
- Remove attachments
- Add more recipients

- *Capability to evaluate graphical attachments using optical character recognition or to review for suggestive nature or unwanted content.*

Yes. The Google Apps email security service scans all parts and attributes of message payloads. Google's search capabilities include optical character recognition (OCR) capabilities in attachments or images on Drive. Google works very hard to provide a safe experience across all properties and leverages the same techniques as Google Safe Search in an effort to eliminate any unwanted content.

- *Encrypted e-mail delivery capabilities including TLS, online pull delivery (secure webmail), and Algorithms and Key Lengths.*

Yes. The Google SMTP gateways will attempt opportunistic TLS with all inbound and outbound connections as part of Google's standard message encryption. Included, at no additional fee, is the Secure Transport (TLS) Compliance menu that allows the State to create one or more lists of domains with whom TLS must be enforced.

Google Message Encryption (GME) is an optional service that includes a Portal Delivery option to provide online pull delivery functionality. GME supports multiple algorithms including TLS

256-bit, RSA 3072-bit, AES 256-bit. GME is a hosted solution that does not require additional software to be installed on desktops or hardware to be purchased. It provides complex key management or a PKI infrastructure. The process of encrypting the message is done post-send within the encryption gateway service.

- *Overview of user experience including capability to add encryption in a seamless manner. Provide descriptions and screenshots of the process for sending an encrypted e-mail and the process a recipient would use to retrieve and view this e-mail. Indicate how it would vary for the many encrypted e-mail delivery options. Indicate what end user training options are available.*

Yes. Please also see our answer to the requirement above regarding Google Message Encryption and please see the screenshots at the end of our response to this requirement. First Tempus Nova would work with the State to configure the policies that would trigger GME. Encryption options include:

- **Content-based encryption:** Administrators can centrally define and enforce email encryption policies based on specific email content. This enables organizations to automatically encrypt sensitive email based on established policies for email and data security.
- **User initiated encryption:** Administrators can create rules that enable individual users to initiate secure delivery for designated messages. For example, a user can simply add a pre-defined word such as "secure" to the subject line. This pre-defined word is included as a content-based policy.

With the policies in place, end users simply compose and address email as normal and the GME service takes care of the rest.

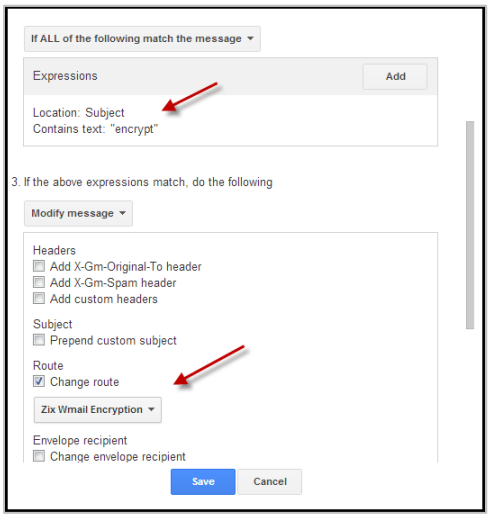
With the Pull model, external recipients would first receive a plain text email in their inbox notifying them that they have a secure message from a user. The From address and the text of the message can be customized by the State. A URL to the Secure Portal is included with the message. The Secure Portal can be branded to match the look and feel of the State. On the secure portal users will see an inbox with the message. Administrators can also load an address book that makes it easy for external recipients to initiate a secure message back to the State. GME includes a Sent Mail and a Draft folder as well. The State can establish a retention policy for email in the portal consisting of 7 days to 365 days.

With the Push model, the external recipient will receive a message in their inbox with an HTML attachment that contains the encrypted message. Clicking on the attachment will open their default web browser, prompt for their password, and display the message. This works even if the recipient is not connected to the Internet. These messages cannot be expired by the State.

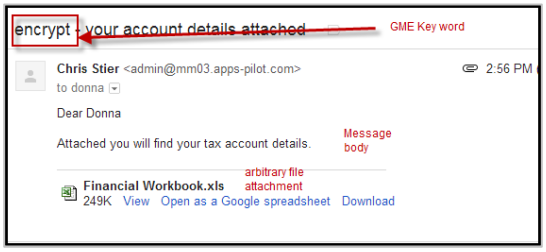
Tempus Nova will work with the State to provide end user training should GME be selected as the encryption solution. Training includes how to use the GME service including adding the keyword to the subject line, email templates, and change management communications.

Process Descriptions & Screenshots

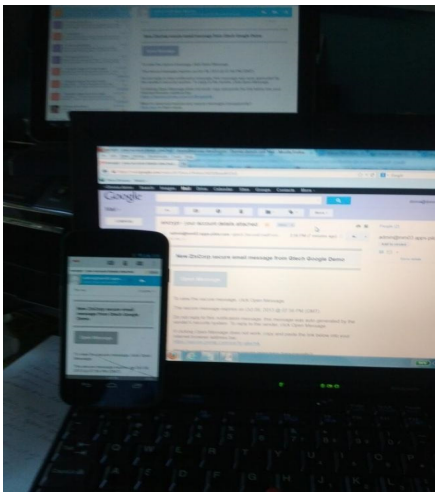
Below is an example of a compliance rule that finds all messages with the word "encrypt" anywhere on the subject line and changes the routing to the Encryption gateway service. This would be the same set up whether using the Push or Pull model. The delivery method would be changed at the gateway itself.



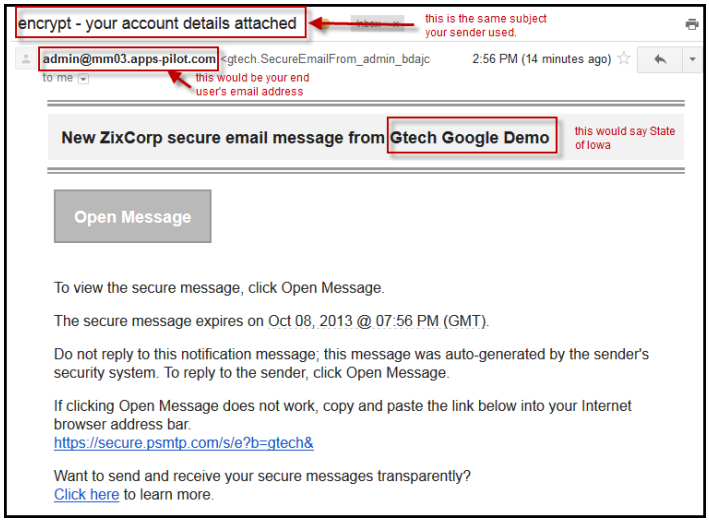
Below is an example of when a user composes a message with the key word in the subject line.



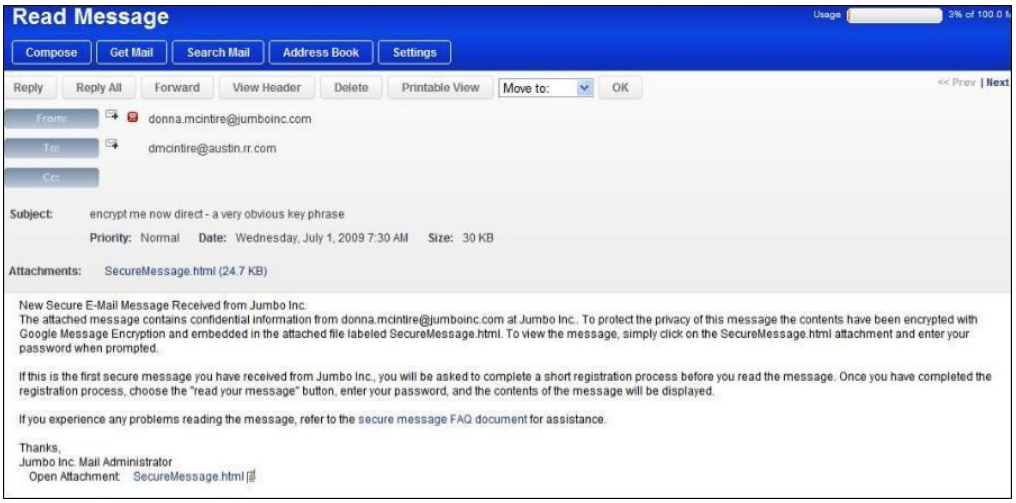
Below is an example of when a recipient receives the pull notification or the push notification on mobile phone, tablet or computer.



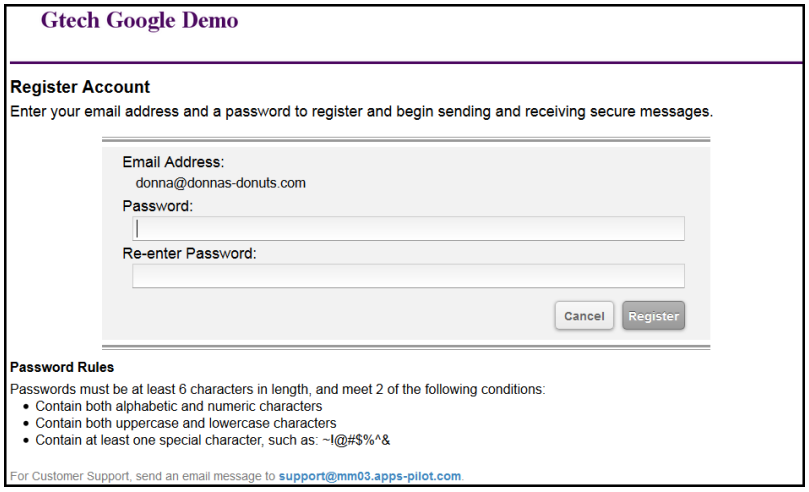
Below is an example of when a Pull Notification. The text in the body of the notification can be customized by the State to add additional context as desired. The expiration date can be extended to a full year.



Below is an example of a push notification. The Compose, Get Mail, Search Mail, Address Book and Settings buttons are part of the notification tied to the service. The attachment called SecureMessage.html is the encrypted message. The text in the body of the message can be customized by the State as desired.

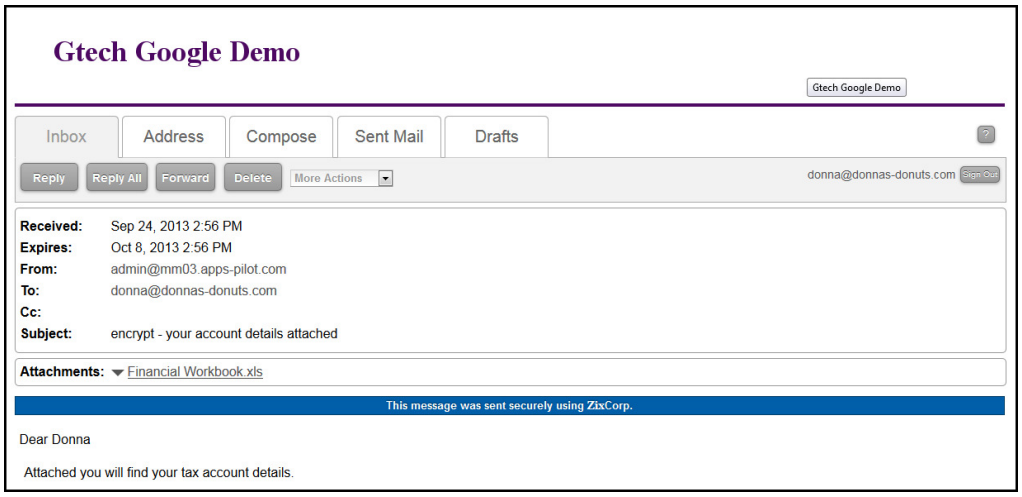


In both cases the external recipients are guided through a one-time registration process to tie a password and a password reminder to their email address. The State can determine the password rules in terms of minimum or maximum length and level of complexity.



With the pull model, once registered the same password will be used for all subsequent email to this external recipient from the State and the message will be displayed for them in the secure web portal. An address book may be pre-populated by the State for all external portal users to make it convenient for them to compose messages back to State users from the service. State users will receive encrypted email in their assigned Google Apps email account, they do not use the portal themselves. Forwards and replies are locked into only coming back to a registered State of Iowa user.

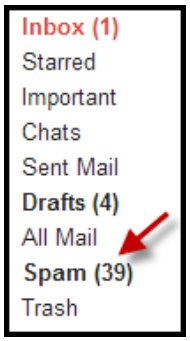
Below is an example of a decrypted message with the body text and the arbitrary file attached for the external recipient to read or download.



The push model message appears very similar to above. Once the external recipient has set up a password for the first time, clicking the HTML attachment will prompt the user for the password in their browser and display the message in their browser, even if they are not connected to the internet.

- *Capabilities for quarantines.*

By default, the Google Apps spam filtering service places all suspicious spam in the addressed user's spam label. The Content Compliance menu can be used to create policies that change the recipient address to route certain email to a service account you can set up for this purpose. Spam is stored directly in the user's mail account. The spam label will display in bold when new messages are routed there and an indicator in parenthesis will display the number of messages that have been quarantined. As a result, there is no need to send a separate email.



By clicking the spam label and then clicking the "Not Spam" button, messages are automatically moved to the Inbox and the spam engine is trained to trust that email henceforth. To access a quarantined message, users simply click into the spam label and from there can manage the email that has been quarantined.

- *Dashboard and reporting capabilities.*

Yes. Google Apps provides consolidated reporting from the centralized administrative control panel which is a secure web based portal. The reports include email, calendar, drive, docs, and mobile device usage graphs. The reporting menu also includes email log search, admin audit log, drive audit log, statistical reports and an alerts menu. Reports can be generated on demand from the control panel or they can be automated using the Reports API.

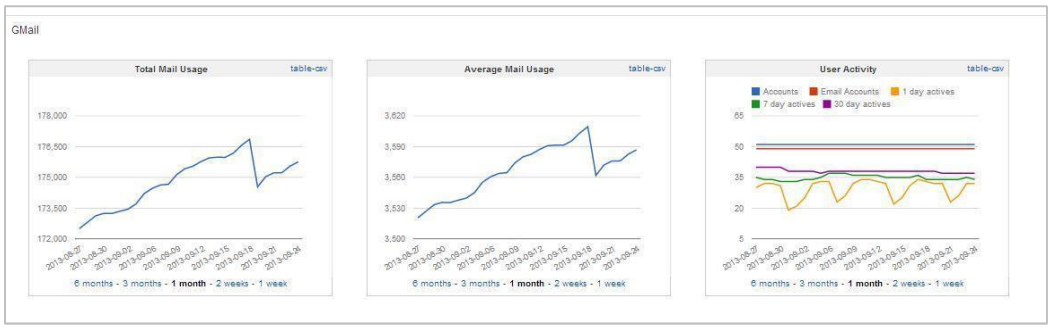
Google Apps also has multiple dashboards and reports to provide information on the overall usage and health of the system. The Google Apps Status Dashboard is a real-time dashboard site that provides information on each of the services within Google Apps.

Current status	5/23/14	5/24/14	5/25/14	5/26/14	5/27/14	5/28/14	5/29/14
Gmail							
Google Calendar							
Google Talk							
Google Drive							
Google Docs							
Google Sheets							
Google Slides							
Google Drawings							
Google Sites							
Google Groups							
Admin console							
Postini Services							

« Older Newer »

Google Apps Status Dashboard

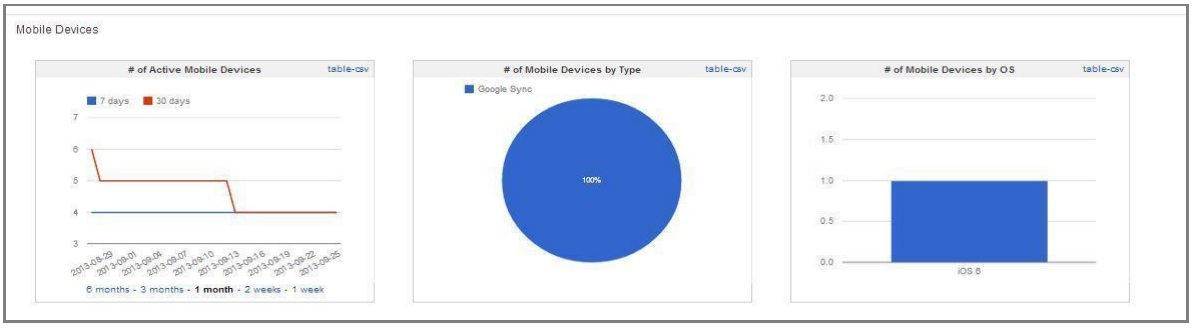
Google Apps also provides usage reports within the organizations control panel that will provide detailed information on the specific service.



Email Usage Reports

Calendar Usage Reports

Drive & Docs Usage Reports



Mobile Device Usage Reports

- *Process for log management and logging capabilities.*

Yes. Google provides a consolidated Log Search web UI in which authorized administrators can enter criteria for a message set they need to view. Additionally, authorized administrators can leverage the Google Email Audit API which provides additional details about account activity.

Google offers both a web GUI and an API that can be invoked from a scripted command line. The GUI is a component of the administration console which supports delegated administrator roles. As such, the State can create limited administrator accounts for Help Desk personnel and agencies that grant them access to the Log Search utility. The Audit API can be delegated to anyone that has an OAUTH credential provided by the State.

- *Audit of system configuration changes.*

Yes. All administrative tasks are logged in real time and can be view via the Audit Log that is listed within the Reports menu of the Google administration console.

2.2.10 Migration

4.3.10 Migration

Describe the Vendor's approach to migrating State of Iowa e-mail data to the proposed solution. Examples of information your response may include are:

- *A comprehensive and flexible migration plan.*

Yes. Tempus Nova has a comprehensive, flexible migration plan that addresses all of the State's migration needs. The plan is described in Section 2.1.10 as well as our response below.

- *A description of the migration plan.*

Yes.

[THIS SECTION HAS BEEN REDACTED]

- *A description of Vendor's plan for coexistence with each state department's existing email system for the duration of the migration.*

Yes. Tempus Nova's transition strategy allows for coexistence between Google Apps and the existing Exchange system for the duration of the migration. As users are transitioned to GAFG in phases, they will continue to be able to email, make appointments, and perform other regular business functions, regardless of the environment other users are coexisting in. During the technical setup prior to the first transition phase moving to Google Apps, we will setup and configure the free/busy tools to provide interoperability between Exchange and Google. We will also leverage best practice integration processes from other large successful deployments such as the states of Wyoming, Utah, and Colorado during the period of coexistence.

- *A description of the process to migrate all existing Microsoft Exchange public folder data.*

Yes. Google Apps Migration for Microsoft Exchange (GAMME) migrates Public folders to a shared account that can be delegated to the users with access to the public folders. We can also work with calendars that are stored within public folders and import these calendars as shared calendars within Google Apps. Lastly, we can migrate public folders to Google Drive. The State has several options for migrating public folder data and Tempus Nova will explore each option during the Planning to assist the State to make the best selection.

- *A description of the process to migrate/ingest PST files for those agencies that still have PST files.*

Yes. Both Google Apps Migration for Microsoft Exchange (GAMME) and Google Apps Migration for Microsoft Outlook (GAMMO) support migration of PST files. Typical migration paths include, but are not limited to:

- PST files on shared drives being migrated administratively via GAMME.
- End users selecting their *local* PST files and self-migrating via GAMMO.
- End users selecting their *local* PST files and placing them on a shared drive or server where the files get migrated administratively via GAMME.

Note: PST archive migration is typically not recommended and adds risk to a deployment but can be fully supported as described above. The reasons include:

- Users typically do not know where their PST files are stored. This can increase the support burden on help desk resources and cause user frustration.
- Personal archive migration uses additional bandwidth on the State's network.
- Legal and compliance rules need to be established to govern the personal archive migration to avoid the migration of data that may be out of compliance.
- The data usually resides in the legacy archive system (Symantec Vault) and will ultimately be migrated to the new archive system (Google Vault). As a result, the personal archive migration effort can be time consuming, duplicative in nature, and perceived as a waste of time by some users.

- *The maximum number of concurrent mailbox migrations supported by your process and networking requirements to achieve this number.*

Yes. GAMME can support up to 50 concurrent migration processes per servers and there can be an unlimited number of servers running migrations. The network requirements are determined by the amount of data that is being migrated from the user mailbox. Tempus Nova will perform detailed network testing and work with the State to identify the optimal network configuration for migrations.

- *A description of the process to migrate current email folder and sub-folder structures for a user into the solution.*

Yes. The GAMME tool converts all email folders to Labels in Gmail. This conversion will transfer sub folders as nested labels in Google Apps together with any information within the folder. The architecture of the tool maintains metadata and folder structure throughout the migration process.

- *A description of the process to migrate e-mail contacts and distribution lists for a user into the solution.*

Yes. As part of the active project, Tempus Nova will perform automated migrations for personal contact data, personal groups, and personal distribution lists stored in user mail files with GAMME. We will also leverage GADS to synchronize groups or distribution lists that are in a department's Active Directory or other public address book.

- *A description of the process to migrate e-mail contacts and distribution lists on the Global Address List into the proposed solution.*

Yes. Tempus Nova will leverage GADS to synchronize the State's Active Directory with Google Apps. This synchronization will include users (email contacts), user profiles, groups (distribution lists), and shared contacts from Exchange. We will establish a synchronization schedule that will meet or exceed the State's requirements.

- *A description of the process to migrate calendar items including recurring calendar items in an automated manner.*

Yes. As part of the active project, Tempus Nova will perform automated migrations for calendar entries with GAMME. We will ensure our data migration plan includes a strategy for recurring meetings that provides the State of Iowa users with the highest fidelity for calendar migrations. We have developed a detailed list of mail migration watch points across other state and federal migrations that enable us to identify issues early on and take steps to remediate them before they are introduced to the migration plan. Our strategy for mail, calendar and contacts includes performing Base and Delta migrations to avoid duplicate data and to capture recurring meetings into the future. Specifically, our calendar migration plan includes a threaded application script configured via the command line that is capable of migrating standard iCalendar data files to the Google Apps service. The application monitors a server's directory folder and makes an XML post to the Google Apps Calendar service upon arrival of user account .ics files to the directory folder.

- *A description of any performance degradation that may occur during the migration.*

Yes. Tempus Nova will perform a network and bandwidth analysis in order to determine the optimal migration times and dates. Additionally, we will work with State administrators to ascertain if there are any performance issues being reported by end users during migration times. Typically, no reports of performance degradation occur during migration times due to this planning and analysis. If reports surface that response times have been affected, we will work with the State's technical staff to throttle our migration efforts as needed. One of Tempus Nova's top goals is to have minimal disruption to end users.

*4.3.10.2 Describe the Vendor's approach to migrating State of Iowa archived data contained in the State's Symantec Enterprise Vault platforms to the proposed solution. Your response **must** include:*

- *A comprehensive and flexible migration plan that supports a direct migration path out of Symantec Enterprise Vault that preserves performance during the migration by using existing Symantec APIs to the fullest extent possible. Any requirement for intermediate storage must be furnished by Vendor.*

Yes. [THIS SECTION HAS BEEN REDACTED]

- *A description of any third party services that will be leveraged to complete the migration as requested.*

Yes.

[THIS SECTION HAS BEEN REDACTED]

- *A description of the migration plan.*

Yes. Tempus Nova has provided a detailed migration plan below.

[THIS SECTION HAS BEEN REDACTED]

- *A description of your plan for e-discovery during coexistence with the State of Iowa's current Symantec Enterprise Vault platforms.*

Yes. Tempus Nova's coexistence plan is that all users will have their data archived in Symantec Enterprise Vault, and administration will continue to occur there until the migration to Google Vault is complete. As users go live in Google Apps, eDiscovery will be enabled using Google Vault. This data will be discoverable using Google Vault. Any users on legal hold will have holds placed in both systems until a complete transition to Google Apps has been performed.

- *A description of your plan to address shortcuts for archived items within user's mailbox that point to archived data within the State of Iowa Symantec Enterprise Vault platforms.*

Partially Supported. Tempus Nova believes in being completely candid about migration risks, data fidelity issues, and failure rates associated with the archive migration effort. We will make a best effort attempt to migrate all the data from Symantec Enterprise Vault to Google Vault and are confident in our abilities to successfully complete this project. Our proven past performance on other projects and excellent customer references support our commitment tour customers and our ability to get the tough jobs done.

We have stated in the assumptions above that the State should expect a failure rate of up to one percent (1%) for typical migration projects and up to fifteen percent (15%) for projects involving shortcut healing. These failure rates are due to limitations of the legacy environment as well as limitations with the migration tool. Tempus Nova will work with the State on any exceptions to develop a remediation plan and to provide communications on how the Google Vault eDiscovery functions work and how they will be able to utilize the data stored.

- *A description of your plan to preserve current legal holds within the State of Iowa Symantec Enterprise Vault platforms.*

Yes. Tempus Nova will work with the State to export a detailed log of current legal holds from Symantec Enterprise Vault at the beginning of the project. This list will also serve to provide as a list of all users who will require concurrent holds in Google Vault. From there, we will setup and configure the organizational units (OUs) in the Google Vault domain to mirror the existing retention periods and legal holds that exist in Symantec Enterprise Vault.

- *Is there any part of the migration process that will be the responsibility of the State of Iowa? If yes, describe the process involved and tools required to perform the migration.*

No. Tempus Nova will be performing the entirety of the migration. However, we envision that we will utilize State resources for Symantec Enterprise Vault support issues. If Tempus Nova does not have the proper access to the Symantec environment, we will require the State to provide access. In addition to Tempus Nova performing all the migrations, we will also supply the migration tool.

- *Estimated timeframes for migration of all data in the State of Iowa's current Symantec Enterprise Vault platforms.*

Yes. Tempus Nova has performed extensive analysis of the available industry tools that migrate data from Symantec Enterprise Vault to Google Vault. According to throughput and limitations as described above together with the amount of migration servers the tool will accommodate, the estimated timeline for the migration effort is between 6-12 months for project completion. The timeline may be adjusted based on a number of factors including network speeds, number of migration servers, migration errors, unexpected server downtime, or other unforeseen factors.

- *Process for error reporting and event handling during the migration.*

Yes. Errors during the migration will be logged via the tool's logging features. Any migration errors will be inspected with potential remigration paths. Data that is unable to be migrated will be reported to the State.

- *Capability to produce an audit log to demonstrate chain of custody and integrity of data after migration to the solution.*

Yes. Tempus Nova will use the TransVault migration tool's logs to demonstrate the fidelity of the data migration as well as to verify chain of custody has not been compromised.

- *A description of any performance degradation that may occur during the migration.*

Yes. No major impact to the State of Iowa's infrastructure is expected during the migration process. Network bandwidth will be required for the migration and, in extreme cases, may impact network connection speeds during peak usage hours. However, we do not foresee any impact that would adversely affect end users or business processes.

4.3.10.3 Describe the Vendor's approach to migrating State of Iowa calendaring data contained in the State's current e-mail platforms to the proposed solution.

*Your response **must** include:*

- *A description of your plan for calendaring during coexistence with the State of Iowa's current e-mail platforms.*

Yes. Regarding migration of calendar data, Tempus Nova will leverage the GAMME tool. Regarding coexistence and interoperability, Tempus Nova will configure the Google Calendar Connectors to provide Free/Busy calendar coexistence between the State's current email system and Google Apps. We will also leverage both dual delivery and split delivery to ensure email is routed to the proper systems during all periods of coexistence.

- *Recommendations to the State for managing problems with calendaring during the migration based on past experience.*

Yes. Tempus Nova will share our best practice recommendations on how to minimize calendar coexistence issues during deployment. Some key components include, but are not limited to:

- **Legacy Adjustments** - Adjustments to legacy mail settings that allow for more seamless calendar invitation handling while in two systems (Exchange and Google Apps). These adjustments will ensure events sent from Exchange users to Google users will be actionable in as many use cases as possible, and will ensure extraneous ICS attachments are only sent when absolutely necessary.
- **Google Calendar Settings** - Proper calendar domain configurations are set up in the Google Apps instance. This will ensure default settings for end user calendars follow organizational standards and policies.
- **Google Mail Settings** - Proper mail handling domain configuration will be set up in the Google Apps instance. This will ensure calendar event notifications are not sent to spam folders.
- **Training & OCM** - Tempus Nova will provide extensive documentation to State administrators and end users. The documentation will describe the differences of both calendar systems and explain what Core IT and Early Adopters should expect with regard to calendars during the coexistence period.

- *A description of the process for handling recurring events, managing orphaned calendar events, and related problems.*

Yes. As part of the active project, Tempus Nova will perform automated migrations for calendar entries with GAMME. GAMME handles the migration of complex recurring meeting events. GAMME ensures that all meeting events migrated to Google Apps will have an organizer (owner). Our data migration plan includes a strategy that provides the State of Iowa users with the highest fidelity possible for calendar migrations.

All migrations, including calendar migrations, will have a log associated with it which will outline any potential calendar issues. This log will be used to either a) correct the problem and/or b) provide detail on the issue for State administrators to disseminate as appropriate.

- *A description of any performance degradation that may occur during the migration.*

Yes. As described above, Tempus Nova will perform a network and bandwidth analysis and work with State administrators to determine if users are reporting performance issues during the migration. Typically, no reports of performance degradation occur during the migration as a result of this planning and analysis. If reports surface that response times have been affected, we will work with the State's technical staff to throttle our migration efforts as needed.

2.2.11 Vendor Competency

4.3.11 Vendor Competency

4.3.11.1 Vendors must be able to provide reference contact information for a completed implementation where the vendor served as the Prime Vendor. Two reference contacts are required that meet either of the following scenarios:

Two or more state governments. Each state implementation must have included at least 10,000 total users and three or more agencies.

OR

One state government and one governmental entity (city, county, state agency, federal agency). The state implementation must have included at least 10,000 total users and three or more agencies. The governmental entity implementation must have included over 10,000 users.

The Vendor should provide specific contact information for each reference provided, which may be verified. For each reference, the Vendor shall provide the number of users in the environment, a brief description of the project, names of individuals who can be contacted, the position of these individuals, addresses, and current telephone numbers. The Vendor is responsible to ensure reference information is current and accurate.

Yes.

[THIS SECTION HAS BEEN REDACTED]

2.2.12 Solution Administration

Describe the proposed solution's capabilities for solution administration. Examples of capabilities your response may include are:

- *Customer responsibilities for ongoing solution administration. How many hours per month post implementation do you expect the State of Iowa to spend on solution administration?*

Yes. Tempus Nova will configure test the Google Apps system to minimize ongoing administration tasks post go-live. With the configuration of GADS, all user provisioning and deprovisioning will be automated and not require administration. Also, the Google services will be configured up front so little or no configuration changes will be needed post deployment. This will eliminate the need for administrators to update these setting unless the State adjusts their requirements.

With all this automation and configuration, we estimate one State resource will need to spend approximately 10 hours per week maintaining the Google Apps system for all agencies and users. This time will be spent maintaining email blacklists and whitelists, monitoring systems and performing e-Discovery tasks.

- *Vendor responsibilities for ongoing solution administration including specific tasks and duties to be provided by the State of Iowa under a model where the State provides Level 1 and Level 2 support as required in Section 4.2.12.*

Yes. Tempus Nova will configure and test the Google Apps system to minimize ongoing administration tasks post go-live. With this configuration and automation, we do not see any

standard administration tasks performed by the vendor post go-live. We will be available to support the State as needed and to assist the State with any issue resolution or troubleshooting as needed.

- *Capability to delegate (by department and role) administration for mailbox addition, deletion, suspension, termination, password resets, distribution lists to administrators and help desk personnel.*

Yes. Google Apps administrator roles can be defined by the State of Iowa and an authorized user can have a role assigned to them that span the entire domain or a specific OU. Please see our response to requirement 4.2.12.2 for a detailed list of supported administrator roles. The State may also create a custom administrator role.

- *Process for interacting with the vendor after implementation including trouble tickets, live support, critical incident and escalation process, online status dashboard, and technical knowledge library.*

Yes. Tempus Nova enables several methods of post-implementation interaction. For trouble tickets, the Google administrative control panel includes an incident management system where State resources may submit, access status updates, escalate, and close tickets. For live support, users can use the online chat feature or Google's phone support, available 24x7x365. In addition, as an option, Tempus Nova can provide live phone or Tier One end user support as requested by the State. We also have an incident management system novaTracker™ which will be provided to the State at no additional cost.

Regarding the critical incident and escalation process, the Tempus Nova project manager will maintain a project issue and risk list to capture all project issues and evaluate identified risks. This approach will enable us to identify issues early, track necessary actions and resolution steps, and course correct early and as often as needed. We will discuss the status of all identified risks during the weekly project meetings.

Google's online status dashboard, known as the Google Apps Status Dashboard, provides information on service disruptions and outages as well as additional information, where applicable, by service type (e.g. mail, calendar).

Tempus Nova will establish a technical knowledge library via the End User Support Site. The site is a comprehensive knowledge repository and used as a one-stop shop for everything Google at the State. The site includes the following components and will be customized to meet the needs of the State:

- **Online Training:** Pre-recorded training classes in whole segments, on demand sessions and functionality snippets.
- **Training Calendar:** Upcoming training dates, times, locations, and webinar information.
- **Google Guides:** A list of the State Google Guides that comprise the peer to peer network.

- **Go Live Support Plan:** Describes where users can go to receive support on Day 1 of each transition Go Live (e.g. conference room locations).
- **FAQ Lists:** Frequently asked questions (FAQ) and answers to the most common Google Apps questions. Tempus Nova will also create a State-specific FAQ list compiled from the Open Microphone Q&A Sessions with the State users.
- **How To Guides:** A list of "how to" guides that instruct users to perform basic and advanced tasks in Google Apps (e.g., advanced search operators, recommended labs, mobile device setup instructions, Day 1 instructions, and tips and tricks).
- **Google Apps Help Center:** Contains answers to most commonly asked questions by users across the Google Apps platform, self-service material such as articles, tutorials and videos. Most questions have already been asked by another organization and the Help Center tracks those answers thereby minimizing the need for users to contact the Help Desk. This resource is maintained by Google and continuously updated as new features are released. The Google Apps Help Center contains ample self-service materials in the form of articles and tutorial videos. For the large majority of end user questions, an appropriate answer is provided in the help center repository. This model minimizes the need for end users to contact the Help Desk as a first resort.
- **Help Forum & Discussion Groups:** Enables end users to search or post questions on the Site. User discussion groups are active and moderated by a designated State employee. Information is searchable and categorized by topic so end users can easily find others who have similar questions or share common interests.
- **Feedback Form:** A Google form that enables end users to provide feedback, ask questions and submit issues.

- *On-line interfaces for all routine service changes including but not limited to mailbox additions, modifications, deletions, mobile devices, archive and e-discovery.*

Yes. The Google Apps and Google Vault control panel provides on-line access for all service and maintenance tasks within the Google Apps system. Please see our response to requirement 4.2.6.1 for a screen shot of the administrative control panel.

- *Change management processes.*

Yes.

[THIS SECTION HAS BEEN REDACTED]

- *Product enhancement request processes.*

Yes. Google is a company recognized for being an innovator in the industry. Google has a mature vision and roadmap for the GAFG products. Google maintains a single version of the product which is an important facet of the service to ensure scalability, security and support capabilities. There is a prioritization process the Product Management team follows to organize customer feedback and feature requests into those that fit the vision and benefit all customers.

When a customer has a suggestion or a feature request, they are asked to write up the business justification for this describing the business impact, the task the customer is trying to accomplish, the current behavior of the service, if any workarounds have been attempted, and a priority on a scale of 1 to 4, where 1 is high and 4 is low. This data is then correlated with any other feature requests from other customers to determine market demand, feasibility, and alignment with product strategy. There is no guarantee that a feature request will be accepted or, if it is accepted, when it would be released. As part of the Customer Success Service (CSS) offering described in Section 1.8 Support, Tempus Nova hosts a quarterly Google Apps Road Map update session to keep customers informed as to what is coming in the next 30-days, quarter, half a year and what is on the accepted list for future delivery.

- *Approach to integrate with existing State of Iowa support mechanisms, including but not limited to ServiceNow (http://www.servicenow.com/).*

Yes.

[THIS SECTION HAS BEEN REDACTED]

- *Process for measuring and maximizing end user performance.*

Yes. Tempus Nova will perform extensive training and leverage our change management strategy to end users to ensure maximum performance within the Google Apps system. We will also provide multiple Open Microphone Q&A Sessions where users can ask questions and have answers demonstrated live on screen. We will measure end user performance by sending feedback collection mechanisms such as short surveys to determine the extent users are leveraging the various tools within Google Apps and identifying mechanisms for business process improvement. Please see Section 1.6 Change Management and our response above for additional information about our change management strategy. Additionally, Tempus Nova's Business Transformation specialists can work with the State after full deployment is achieved to increase user adoption and end user performance.

- *Describe Level 3 Problem/Incident Resolution and Escalation services provided as required in Section 4.2.12.*

Yes. As part of the base service offering, Google provides access to help center and phone support for customers on a 24x7x365 basis. P1 Priority support Requests are responded to with a target initial response time of one hour and are responded to on a 24x7 basis including

holidays. Please see Section 1.8.5 Google Standard Support for a detailed description of Google's SLA, incident designations, and response times.

2.2.13 Security/Compliance

4.3.13 Security/Compliance

4.3.13.1 Describe the Vendor's implementation of the following security control classes for the proposed solution as it relates to federal and state regulations:

- *Access Control Technical*
- *Awareness and Training Operational*
- *Audit and Accountability Technical*
- *Security Assessment and Authorization Management*
- *Configuration Management Operational*
- *Contingency Planning Operational*
- *Identification and Authentication Technical*
- *Incident Response Operational*
- *Vendors must include the process for tracking access to mailboxes by solution administrators and others with elevated privileges.*
- *Vendors must include the process for the State of Iowa to facilitate an investigation of an employee's mailbox.*
- *Maintenance Operational*
- *Media Protection Operational*
- *Physical and Environmental Protection Operational*
- *Planning Management*
- *Personnel Security Operational*
- *Risk Assessment Management*
- *System and Services Acquisition Management*
- *System and Communications Protection Technical*
- *System and Information Integrity Operational*
- *Program Management*

Yes.

[THIS SECTION HAS BEEN REDACTED]

4.3.13.2 Describe U.S. federal security regulations for which the proposed solution has achieved compliance. Examples may include: FISMA-Moderate, CJIS, IRS PUB 1075, NIST, etc.

Yes. As described in our response to requirement 4.3.13.1 above, Google has acquired FISMA Certification and Accreditation at the FISMA Moderate level by the GSA. Google is the first cloud based provider to acquire FISMA certification for their Google Apps cloud messaging solution. A copy of the Google's FISMA Authorization Letter from the GSA is available upon request. Google has earned ISO 27001 certification, one of the most widely recognized, internationally accepted independent security standards for their Google Apps systems, technology, processes and data centers.

Google has obtained SSAE16 certification for Google Apps. Google hires an external independent auditor to review the confidentiality, integrity and availability controls that are in place for Google Apps. This means that an independent auditor has examined the controls protecting the data in Google Apps (including logical security, privacy, data center security, people etc.) and provided written assurances that these controls are in place and operating effectively. Please note Google has deprecated support for its SAS-70 type II documentation in favor of the SSAE 16 Type II attestation. Google also complies with many Federal standards and industry practices including:

- The Privacy Act of 1974
- The NIST 800 Series (primarily including, but not limited to NIST 800-53, 800-53A, 800-115, 800-37, 800-34, 800-61, 800-14, 800-70, 800-60, 800-26)
- FIPS, primarily including FIPS 199, FIPS 200, and FIPS 140-2, etc.
- The Federal Managers Financial Integrity Act of 1982 (FMFIA)
- The Inspector General (IG) Act of 1978
- OMB Circulars 130 & 123
- Homeland Security Presidential Directive 12 (HSPD-12)

2.2.14 Audit

4.3.14 Audit

4.3.14.1 Describe third party audit of service environment findings that will be provided to the State of Iowa.

Yes. Google conducts third party security penetration tests and can share those results with our customers. If a customer wishes to come to Google's headquarters in Mountain View they may view those reports in person under NDA. Google uses a number of well-known third-party tools to scan its external perimeter on a quarterly basis for network vulnerabilities and configuration errors. These tools are used internally on systems containing highly sensitive information. Additionally, on an annual basis Google undergoes third-party penetration testing by security experts, for both its external networks and financial-related applications.

An independent third party auditor issued Google Apps an unqualified SSAE 16 Type II audit opinion for Google Apps. Google hires an external auditor every year to review the confidentiality, integrity and availability controls that are in place for Google Apps. A copy of the report can be made available for the State to review. This means that an independent auditor has examined the controls protecting the data in Google Apps (including logical security, privacy, data center security, etc.) and provided written assurances that these controls are in place and operating effectively.

2.2.15 Data Breach

4.3.15 Data Breach

4.3.15.1 Describe the incident response process for handling data breach including customer notification, root cause analysis, and corrective action in compliance with Iowa Code Chapter 715.C and other applicable federal laws governing data breach notification. Include an example of how Vendor handled a data breach in the past.

Yes. Google has an incident management process for security events that may affect the confidentiality, integrity, or availability of its systems or data. This process specifies courses of action, procedures for notification, escalation, mitigation, and documentation. Tempus Nova and Google will work with the State to incorporate notification within four hours as part of the notification procedure. To help ensure the swift resolution of security incidents, the Google information security team is available 24x7 to all Google employees. In addition, Google proactively searches for security incidents on an ongoing basis, by actively reviewing inbound security reports, monitoring public mailing lists and blog posts, and tracking automated perimeter systems. When an information security incident occurs, Google's security staff responds promptly in a manner commensurate with the threat level. Notification of the incident may be generated automatically by Google's monitoring systems or manually by a Google employee. Google works closely with the security community to track reported issues in Google services and open source tools.

Per Google's contracted terms of service (Section 3: Security Breach) Google will notify Customer of a Security Breach, following the discovery or notification of such Security Breach, in the most expedient time possible under the circumstances, without unreasonable delay, consistent with the legitimate needs of applicable law enforcement, and after taking any measures necessary to determine the scope of the breach and restore the reasonable integrity of the system. Google has not experienced a true data breach and therefore does not have an example for this requirement. Please see Section 1.9 Security & Compliance as well as Section 2.1.15 Data Breach for additional information.

2.2.16 Data Recovery

4.3.16 Data Recovery

Describe the proposed solution's capabilities for disaster recovery. Your response must include:

- *Disaster recovery processes for major outages for each service component including Recovery Point Objective (RPO) and Recovery Time Objective (RTO).*

Yes. In an effort to conserve page count, please see Section 2.1.16 Backups & Disaster Recovery above which addresses this requirement. Google provides an unparalleled disaster recovery solution with an RPO (Recovery Point Objective) of zero and an RTO (Recovery Time Objective) of instant failover.

- *Timeframe for full mailbox recovery (email messages/contacts/calendars) in the event of an inadvertent mailbox deletion.*

Yes. Customer's administrators with proper access to the Google Apps control panel may recover a deleted user's mailbox within seconds by simply clicking on the recently deleted users section, selecting the deleted user(s) and selecting Actions->undelete. The solution requires an administrator to restore the mailbox within five (5) days from the time of the inadvertent deletion.

2.2.17 Service Levels

4.3.17 Service Levels

Describe the proposed solution's guaranteed service levels. Your response may include the following:

- *An overview of the Incident Response Plan.*

Yes. Google has an unparalleled service level agreement (SLA) that guarantees at least 99.9% service availability uptime. Please see Section 1.8.5 Google Standard Support for a detailed description of Google's SLA, incident types, and response times. Regarding Google's incident response plan, Google's policy is to report security incidents to appropriate parties, including the Incident Response Team or Physical Security Team, as appropriate. Google believes security is a community effort and regularly participates with US-CERT. Google employees and staff are provided with contact information for incidents that includes contacts for Google's engineering, legal, public relations, product management, and other resources. Google has an incident management process for security events that may affect the confidentiality, integrity, or availability of its systems or data. This process specifies courses of action, procedures for notification, escalation, mitigation, and documentation.

Incident Handling

Key staff are trained in forensics and handling evidence in preparation for an event, including the use of third party and proprietary tools. Testing of incident response plans is performed for key areas, such as systems that store sensitive customer information. These tests take into consideration a variety of scenarios, including insider threats and software vulnerabilities.

To help ensure the swift resolution of security incidents, the Google Security Team is available 24x7 to all employees.

When an information security incident occurs, Google's Security staff responds by logging and prioritizing the incident according to its severity. Events that directly impact customers are treated with the highest priority. An individual or team is dedicated to remediating the problem and enlisting the help of product and subject experts as appropriate. Other responsibilities are deferred until the issue is resolved.

Google Security engineers conduct post-mortem investigations when necessary to determine the root cause for single events, trends spanning multiple events over time, and to develop new

strategies to help prevent recurrence of similar incidents. Google will report incidents as early as possible without jeopardizing the containment, eradication, and investigation of the incident. Google strives to meet the reporting timeframes set out in the Incident Reporting Timeframes and will coordinate response efforts with the State as needed. Where required by law or agreement with a third-party, Google will report security incidents to appropriate external parties with the guidance of their Legal Department.

Google has prepared for security incidents by developing incident response plans, establishing escalation procedures, training engineering and operations staff, and testing response plans. Google's response to incidents includes actions commensurate with the level of risk posed by an incident to minimize the risk to Google systems, networks, services, and associated data. If an investigation is required, a record of actions is retained during the investigation of a security incident. During an investigation, evidence is collected and stored in a secure manner in order to ensure a chain of custody is maintained. A post-mortem exercise is conducted for information security incidents that required an Incident Coordinator or that were the result of a systemic problem. A centralized document repository is leveraged to record incidents escalated to the Incident Response Team that includes investigation logs and evidence repositories.

Security events are reported to the incident response team by email or paging the Incident Response Team. Google employees then notify the appropriate personnel to contact. State agencies should report suspected incidents to the Google Incident Response Team. When contacting Google, the State should include a detailed summary of the issue, including the name of the product, the nature of the issue and an email address or other contact information. Upon receipt of a report, Google will send an automated reply that includes a tracking identifier. This unique identifier should be used on all associated correspondence. Please see Section 1.9 Security & Compliance as well as Section 2.1.16 Data Breach for additional information.

- *A system of credits and penalties in the event of an SLA violation.*

Yes. As described in the service level agreement, "Service Credit" means the following:

Monthly Uptime Percentage	Days of Service added to the end of the Service term, at no charge to Customer
< 99.9% - ≥ 99.0%	3
< 99.0% - ≥ 95.0%	7
< 95.0%	15

2.2.18 Reporting

4.3.18 Reporting

*Describe the proposed solution's capabilities for reporting. Your response **must** include the following:*

- *Solution reporting capabilities and client interface including historical reports.*

Yes. The Google Apps administrative interface provides reporting on email message traffic, traffic analysis, spam and virus traffic, as well as usage over time. Google Apps provides robust reporting capabilities through the administration console, alternately known as the control panel or c-panel. The c-panel produces different traffic reports based on your product's configuration including daily reports for the previous calendar day; custom date range reports from the past six weeks; and current day traffic logs for Content Manager and Outbound Messages. Reporting provides extensive analysis into email message traffic, spam, virus, and usage over a day or week. Report data may also be downloaded and imported to spreadsheet software for further analysis. The Google Apps core administrative interface provides the following standard reports:

- **Login Activity:** Contains aggregate login activity and user activity levels over 1-day, 7-day, and 30-day ranges.
- **Accounts:** Contains a list of end user accounts on a particular day.
- **Activity:** Identifies the number of end-user accounts as well as the number of active and idle accounts over different time periods.
- **Disk Space:** Shows the amount of disk space consumed by user mailboxes within a domain.
- **Quota Limit Accounts:** Contains a list of accounts that are approaching, or have exceeded, their disk space quota.
- **Email Clients:** Identifies how end users access their accounts on a day-by-day basis.
- **Summary:** Contains the total number of accounts, total mailbox storage usage and total mailbox quota.

Additionally, the State can enable Google Analytics for more detailed monitoring and reporting, or the Google Apps Reporting API to enable Administrators to programmatically access the above reports.

The State may access historical data as desired by accessing the Apps Status Dashboard. Please see Section 2.1.18 for additional information on the reporting capabilities of Google Apps.

- *Currently, the Department of Administrative Services bills agencies on a per mailbox basis for e-mail services. Each mailbox is attached to an agency-provided account code for billing/chargeback purposes. Describe capability for managing chargebacks to agencies in the proposed solution including options for linking units of service in the proposed solution to State issued billing account codes for chargeback.*

Yes. Please note the Google Apps for Government contract is an annual pre-paid subscription. As a result, the State will not incur monthly charges. If the State's intent is to perform a charge back to agencies for service usage, this should be performed at the beginning of the service term which is 12 consecutive months. Agency identification can be performed during provisioning within Active Directory. Each agency will then be organized by organizational unit (OU). Tempus Nova will work with the State to either develop a monthly reporting cadence that meets the intent of this requirement based on agency usage or we will assist the State to develop a process that enables the State to complete agency charge backs.

2.2.19 Transition Out

4.3.19 Transition Out

4.3.19.1 Describe how data will be extracted and securely delivered to the State of Iowa from Vendor solution at the end of the contract including division of responsibilities for the work involved.

Yes. Data will be extracted via IMAP and the other Google Apps APIs. This will provide the state with the data in a standards based format depending on the type of data extracted. Email will be in a standard MBOX format and calendars will be in iCal format. Please see Section 2.1.19 Transition Out for additional information.

If the State of Iowa decides to transition out of Google Apps, Tempus Nova will provide a detailed Statement of Work to outline the responsibilities of the State and Tempus Nova to transition out of Google Apps. The specific tasks will be determined by the email and collaboration system that the State will be transitioning to. Please see Section 2.1.19 Transition Out for additional information.

2.2.20 Training

4.3.20 Training

Describe the training services offered. Your response must include the following:

- *A self- service knowledge base, on-line tutorials, blog, and other end-user support materials.*

Yes.

[THIS SECTION HAS BEEN REDACTED]

- *A defined curriculum for end-user and IT professional web based training.*

Yes.

[THIS SECTION HAS BEEN REDACTED]

- *Training services to be provided by the vendor must include: in-person, executive and VIP training that includes one-on-one time, train-the-trainer, online instructor led, online self-paced, DVD/CD, and printed materials.*

Yes.

[THIS SECTION HAS BEEN REDACTED]

2.2.21 Staffing and Project Management

4.3.21 Staffing and Project Management

*Describe the proposed solution's staffing and project management plan. Your response **must** include:*

- *A Project Management and phased Implementation Plan for this solution. Please provide proposed plans.*

Yes. In an effort to conserve page count, please see our response in Section 2.1.21 Staffing & Project Management for a project management and phased implementation plan. We have also provided a week by week timeline in our response below.

- *Describe how the plan will meet the requirements of this RFP.*

Yes.

[THIS SECTION HAS BEEN REDACTED]

- *Based on prior experience and details provided in this RFP, please provide an estimated timeframe for delivery of the solution from the inception of the contract through implementation.*

Yes.

[THIS SECTION HAS BEEN REDACTED]

- *In the event of a project delay, explain the Vendors responsibility for ensuring that sufficient resources will be provided to mitigate delays and costs that go over budget.*

Yes.

[THIS SECTION HAS BEEN REDACTED]

2.2.22 Collaboration

4.3.22 Collaboration

Describe the proposed solution's capabilities for collaboration. Examples of capabilities your response may include are:

- *Capabilities to manage document security and authorize other State employees to access files and data.*

Yes. Google Drive enables users to control permissions of individual documents. Users can select "share" and insert the email address of the person they wish to share with. The owner

can select, on a person-by-person basis, if the individual they are sharing with has edit, comment, or view permissions.

Additionally, document owners can choose to share a document broadly by selecting visibility options to include anyone in the domain with the link, anyone within the domain, or anyone (internal or external) with the link. Users can also make a document completely "public on the web" if this is allowed by the domain administrator. The owner can then set edit, comment, or view permissions for the selected group.

- *Capabilities for collaboration between external stakeholders including citizens, board members, legislators, and other users.*

Yes. With Google Drive, to share with external users, the owner can share a file with an individual outside the domain by typing their external email address in the Share dialog box. Google Apps will display a pop-up notifying the owner that he is about to share with an external user. The owner must confirm this is correct before the document will be shared.

- *Functionality to help facilitate real-time collaboration including instant messaging, video conferencing, or similar features within state government and between state government users and external stakeholders.*

Yes. In addition to Google Drive, GAFG users can communicate with Google Hangouts. Hangouts is a comprehensive text, phone, and chat service integrated with the Google Apps suite. Users can perform 1:1 text chats, start a video call with one click, and add additional participants with another. Hangouts enable as many as 15 people to video chat simultaneously and replaces higher cost web conferencing solutions. The only requirement to use Hangouts is either a Google Apps (GAFG, Google Apps for Business, Google Apps for Education) or a free Gmail account. Additionally, State users can utilize YouTube to record a Hangout on Air, which webcasts the hangout to an unlimited audience.

- *Internal collaboration sites for teams.*

Yes. Google Apps offers several options regarding collaboration sites for teams. Google+ Communities are a dynamic discussion space where members of the community can post and share information, photos, links to information, and more. Google Sites includes easy-to-use templates and web pages that enable organizations to easily create intranets and team sites. Users can quickly and easily embed videos, images and gadgets into Google sites. Google Groups includes Administrator created groups, user-created groups, mailing lists, easy content sharing, and searchable archives. Google Drive enables users to create shared folders with role based permissions and any Google document or file type within are automatically permissioned. Users can also modify sharing permissions within Drive in a granular way with own, edit, comment, or view capabilities.

- *Capabilities for e-discovery and archiving across collaboration solutions.*

Partial Support. Google Vault retains all Hangouts text conversations that are "on the record." Archival and eDiscovery for Google Drive collaborative documents is scheduled to be supported by Q4 2014. In the future, Vault will also be extended to include Google+ so that customers will have a single place to manage Compliance and Litigation requests. Currently, Google Vault does not support archival and eDiscovery of Google Groups or Google Sites.

2.2.23 Productivity Applications

4.3.23 Productivity Applications

Describe the proposed solution's capabilities for productivity applications. Examples of capabilities your response may include are:

- *Capability to migrate existing office productivity data into the solution.*

Yes. Google Drive documents, spreadsheets, and presentations are 100% compatible with Microsoft Office products and offer bi-directional conversion capability. Microsoft Office documents can be uploaded to Google docs "as is" or in the Google native format. Conversely, Google docs can be downloaded as their Microsoft Office counterparts in formats such as .doc, .docx, .xls, .xlsx, .ppt, .pptx, rtf, etc., with one click.

- *An overview of the user experience including screenshots, tutorials, and examples of user work scenarios.*
- *A detailed description of application functionality.*

Yes. We have included an overview of the user experience, including screenshots, tutorials, and examples of user work scenarios in Attachment 6, Productivity Application Tutorial for our response to this requirement. Regarding a detailed description of application functionality, please see Section 2.1.23.

- *Accessibility of data on various mobile platforms including iOS and Android.*

Yes. The productivity application data can be accessed from any Internet-connected device via web browser. Additionally, users can use the Google Drive app, Google Docs app, and/or Google Sheets app for both iOS and Android to view and edit Drive files.

- *Browser based versus thick client capability and capabilities for offline access.*

Yes. As a 100 percent cloud-based solution, Google Drive is completely browser based, yet works whether a user is online (connected to the internet) or offline (no internet connection is detected). Users may setup offline access on a one time basis to automatically synchronize information. Google documents are available while offline and can be edited within the web browser. The offline feature for Google Docs enables users to stay connected to information even when an internet connection is not available. When Google Apps detects the user is connected to the internet, the offline information changes will be automatically synchronized.

- *Operating system compatibility including Windows, Mac OS, and Linux.*

Yes. The productivity applications are all Web-based and are accessible through any web browser. They are compatible with any operating system than can support the browser, including Windows, Mac OS, and Linux.

- *Capabilities for e-discovery and archiving across productivity solutions.*

No. Currently, Google Vault does not support archival and eDiscovery for Google Drive. However, this functionality is scheduled to be supported by Q4 2014.

3. Vendor Background Information

3.2.5 Vendor Background Information

3.1 About Tempus Nova

Tempus Nova is one of only a few **Premier** Google Enterprise Partners, specializing in messaging system migrations and implementations from on-premise systems to the cloud using Google Apps. We have been in business for over 13 years. At inception, our business model centered on custom application development. We focused our vision for the future toward cloud solutions over five years ago, specifically Google Enterprise solutions.

To date, we have migrated over 1 Million mailboxes to Google Apps and we are the only Google partner to successfully transition state agencies to GAFG. This has made us experts on Google Apps cloud transitions from on premise systems, especially in the public sector. Tempus Nova is the most experienced Google Premier Partner in the industry and the **only** vendor to successfully migrate state and federal agencies to Google Apps for Government (GAFG). Tempus Nova has a proven track record of migrating large enterprises to Google Apps.

- We migrated the first, second and third **State** agencies to Google Apps (Wyoming, Utah, and Colorado).
- We migrated the first, second and third **Federal** agencies to Google Apps (GSA, NOAA, DoE-INL).
- We migrated the first **Financial Services** company to Google Apps (ACI Payment Systems Worldwide).
- We migrated two of the largest **Retailers** to Google Apps (Kohl's Department Stores and Costco Wholesale Corporation).
- We migrated the first **Insurance** company to Google Apps (Guardian Life Insurance Company).

We successfully migrated 10,310 users from the State of Wyoming, 26,000 users from the State of Colorado, 22,000 users and 1,000 service accounts from the State of Utah to Google Apps. In the Federal government, Tempus Nova has successfully migrated 17,500 users from the Federal General Services Administration (GSA), 25,000 users from the National Oceanic and Atmospheric Administration (NOAA), and 5,500 users from the Department of Energy-Idaho National Laboratory (DoE-INL). In the private sector, we were selected to migrate +50,000 global users from Costco Wholesale Corporation to Google in March 2012. We migrated 24,000 users from Kohl's Department Stores to Google Apps in January 2012. We also worked on the transition to Google Apps for early corporate adopters of the system including: Fairchild Semi-Conductor, Diversey, MeadWestvaco (MWV), Motorola, Logitech, and Seagate Technology.

3.1.1 Accreditations & Areas of Expertise

Tempus Nova resources are certified in the Google technology as well as a number of other industry leading technologies. They are cross-trained in multiple disciplines and possess the expertise to fulfill the specialized roles in order to meet and consistently exceed project demands. Our conscientious management style enables us to grow or shrink resources based on demand. As a result, we are able to operate more efficiently than the majority of larger firms who are newcomers to the Google Apps cloud computing market and pass those savings on to our valued customers. We can state with confidence that we have experienced resources to complete Iowa's migration to the Google solution. We provide certified technical resources, with the consulting background, delivery methodology, and technology expertise to deliver solutions that meet our client's needs. We are proud to announce the following accreditations:

Partnerships

- Google Premier Enterprise Partner
- Member, Google Partner Advisory Board (by Google invitation only)
- Google Cloud Transformation Partner (by Google invitation only)
- GSA Schedule 70 Holder
- Statewide Internet Portal Authority (SIPA) Partner & Exclusive GAFG Contract Holder
- 2012 North America Partner of the Year for Google Apps Enterprise
- No. 171 on the 2012 Inc. 500 list of America's fastest-growing private companies
- Microsoft Gold Partner
- IBM Premier Partner
- Authorized Chromebook Reseller
- Google Maps/Geo Reseller
- Salesforce Partner
- Synergyse Partner
- CloudLock Partner
- Esna Partner

- Ping Identity Partner
- Esna Technologies Partner

Certifications

- Google Certified Deployment Specialists, Trainers, and Sales Specialists
- Microsoft Certified Systems Engineers
- Certified Lotus Professional – Domino Application Developer & System Administrator
- IBM Certified for e-Business -- Solution Advisors
- Novell Certified Administrator
- Sun & IBM Certified Java Programmers
- Python Programmers

Solutions

- Microsoft Exchange, Lotus Notes, and GroupWise to Google Apps Implementations
- SharePoint to Google Sites Migration/Transformation
- Java and WebSphere Solutions
- Legacy Application to Google App Engine Application Development in the Cloud
- Domino Development R4.5 - R8.5 – Client & Browser Based

The Vendor shall provide the following general background information:

3.2 Preference for Instate Vendors

3.2.5.1 Does your state have a preference for instate vendors? Yes or No. If yes, please include the details of the preference.

Yes. Tempus Nova is based in Denver, CO and Colorado has a preference for resident bidders:

- **Contracts:** Preferences, 1 Colo. Code Regs. Art. 111, R-24-111-102-02. In event of tie bids for commodities, preference given to resident bidder.
- **Professional Services:** Preliminary selections, Colo. Rev. Stat. Ann. § 24-30-1403. In selection, Colorado firms given preference when qualifications appear to be equal.
- **Source Selection**: Low tie Bids—award procedure and determination—bid preference, Colo. Rev. Stat. Ann. § 24-103-202.5. In invitation for bids for supply contract, low tie bids between resident bidder and nonresident bidder—resident bidder given preference.

3.3 Vendor Contact Information

3.2.5.2 Name, address, telephone number, fax number and e-mail address of the Vendor including all d/b/a's or assumed names or other operating names of the Vendor and any local addresses and phone numbers

Company Name:	**Mailing Address:**	**Telephone, Fax Number & Email Address:**
Tempus Nova, Inc.	1550 Larimer Street	

Tempus Nova has no d/b/a's or assumed names

Suite 217
Denver, CO 80202

Physical Address:
1755 Blake Street
Suite 400
Denver, CO 80202

Telephone: (303) 900-8564
Fax Number: (303) 379-1791
Email: didi@tempusnova.com

3.4 Business Entity & Incorporation Information

3.2.5.3 Form of business entity, i.e., corporation, partnership, proprietorship, limited liability company

3.2.5.4 State of incorporation, state of formation, or state of organization.

3.2.5.5 The location(s) including address and telephone numbers of the offices and other facilities that relate to the Vendor's performance under the terms of this RFP

Tempus Nova, Inc. is a privately held Colorado Corporation. **We are a women owned, minority, small business.** Tempus Nova is headquartered in Denver, Colorado and has branch offices in Atlanta, GA and Minneapolis/St. Paul, MN.

3.5 Number of Employees

3.2.5.6 Number of employees

Tempus Nova currently employs 34 people and has access to a larger community of highly skilled part time resources as a result of professional relationships formed during other projects. We have grown steadily and organically each year in employees, revenue and profits. Our conscientious management style enables us to grow or shrink resources based on demand. As a result, we are able to operate more efficiently than the majority of larger firms who are newcomers to the Google Apps Cloud computing market and pass those savings on to our valued clients.

3.6 Type of Business

3.2.5.7 Type of business

Tempus Nova, Inc. is a premier, project-based consulting firm that specializes in Google Enterprise Solutions, Google Apps Implementations, Cloud Computing, and custom application development. We are the industry leader in migrating legacy data to Google Apps. Our experience has been leveraged by Google on behalf of their largest clients during pilots and full-scale migrations.

Tempus Nova is a Google Apps Premier Partner and an award winning IBM and Lotus Notes Premier Business Partner. We specialize in reducing IT costs for companies by migrating them to the Cloud. We have been in business since 2001 (DUNS #: 050417943) and we are well versed in public, private, and government sector businesses. We are focused on moving companies to the Cloud in order to reduce IT costs.

3.7 Vendor Contact Information

3.2.5.8 Name, address and telephone number of the Vendor's representative to contact regarding all contractual and technical matters concerning the Proposal

3.2.5.9 Name, address and telephone number of the Vendor's representative to contact regarding scheduling and other arrangements

Didi Dellanno will be the Vendor representative for contractual, technical, scheduling, and other matters. Her contact information is below:

Didi Dellanno
1550 Larimer Street
Suite 217
Denver, CO 80202
(303) 900-8564
didi@tempusnova.com

3.8 Subcontractor Contact Information

3.2.5.10 Name, contact information and qualifications of any subcontractors who will be involved with this project the Vendor proposes to use and the nature of the goods and/or services the subcontractor would perform.

Tempus Nova is not proposing any subcontractors for this project. We will use our full time permanent employees to perform all the work associated with this project.

3.9 Vendor Accounting Firm

3.2.5.11 Vendor's accounting firm

Yes. Tempus Nova has an audit accounting firm and a tax accounting firm.

Audit
Bauerle & Company
7887 E Belleview Avenue, #700
Denver, CO 80111
(303) 759-0089

Tax
Garry L. Albert CPA P.C.
Certified Public Accountants & Consultants
4 West Dry Creek Circle, Suite 220
Littleton, Colorado 80120-8032
Tel: (303) 683-7171
Fax: (303) 683-5458
Email: galbert@albertcpa.com

3.10 Iowa Vendor Registration

3.2.5.12 The successful Vendor will be required to register to do business in Iowa before payments can be made.

For vendor registration documents, go to:

http://das.gse.iowa.gov/procurement/vendor_reg.html

Upon Contract award, Tempus Nova will register to do business in the state of Iowa.

4. Financial Information

3.2.6 Financial Information

The Vendor must provide the following financial information

4.1 Financial Statements

3.2.6.1 Audited financial statements for the last 3 years. For privately held companies, unaudited financial statements are acceptable.

Tempus Nova, Inc. is a privately held Colorado Corporation. As a privately held company, we do not file annual reports for public view. However, we have provided our 2012 audited financials for the State's review. However, we are providing audited financial statements for the last three years in Attachment 5.

4.2 Financial References

3.2.6.2 A minimum of three (3) financial references

[THIS SECTION HAS BEEN REDACTED]

5. Termination, Litigation, Debarment

The Vendor must provide the following information for the past five (5) years:

3.2.7.1 Has the Vendor had a contract for goods and/or services terminated for any reason? If so, provide full details regarding the termination.

None. Tempus Nova has not had a contract or service terminated for any reason over the past five years. We have a 106% renewal rate and a high rate of repeat business.

3.2.7.2 Describe any damages or penalties assessed against or dispute resolution settlements entered into by Vendor under any existing or past contracts for goods and/or services. Provide full details regarding the circumstances, including dollar amount of damages, penalties and settlement payments.

None. Tempus Nova does not have any damages or penalties assessed against us or dispute resolution settlements entered into under any existing or past contracts for goods and/or services.

3.2.7.3 Describe any order, judgment or decree of any Federal or State authority barring, suspending or otherwise limiting the right of the Vendor to engage in any business, practice or activity.

None. Tempus Nova does not have any order, judgment or decree of any Federal or State authority barring, suspending or otherwise limiting our right to engage in any business, practice or activity.

3.2.7.4 A list and summary of all litigation or threatened litigation, administrative or regulatory proceedings, or similar matters to which the Vendor or its officers have been a party.

None. Tempus Nova does not have any litigation or threatened litigation, administrative or regulatory proceedings, or similar matters to which our officers have been a party.

3.2.7.5 Any irregularities discovered in any of the accounts maintained by the Vendor on behalf of others. Describe the circumstances and disposition of the irregularities.

None. Tempus Nova does not have any irregularities discovered in any of our accounts maintained by our company on behalf of others.

Tempus Nova acknowledges that the above disclosures are a continuing requirement of the State. We will provide written notification to the State of any such matter commencing or occurring after submission of our proposal. We will also provide similar notification to the State if we are awarded the State of Iowa Email & Productivity Application Services contract, following execution of the contract.

6. Criminal History & Background Investigation

3.2.8 Criminal History and Background Investigation

The Vendor hereby explicitly authorizes the Agency to conduct initial and periodic criminal history and/or other background investigation(s) of the Vendor personnel who will be directly involved in the performance of the Contract.

Tempus Nova acknowledges and agrees to this requirement.

7. Acceptance of Terms & Conditions

3.2.9 Acceptance of Terms and Conditions

3.2.9 Acceptance of Terms and Conditions

The Vendor shall specifically agree that by submitting the Proposal, the Vendor is accepting all terms and conditions stated in the RFP. However, if the Vendor objects to any term or condition, the Vendor must specifically refer to the RFP page and section number and provide the reason for the objection. Objections or responses that materially alter the RFP may be deemed non-responsive and result in rejection of the Proposal.

Tempus Nova agrees that by submitting the Proposal, Tempus Nova is accepting all terms and conditions stated in the RFP.

8. Certification Letter

3.2.10 Certification Letter

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

Tempus Nova has attached the Certification Letter, where we have made the certifications included in Attachment 1.

Attachment # 1

Certification Letter

Alterations to this document are prohibited, see section 2.13.14

June 2, 2014

Ken Discher, Issuing Officer
Department of Administrative Services
Procurement Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, Iowa 50319
Phone: 515-281-6380
E-mail: ken.discher@iowa.gov
Re: Request for Proposal Number 1214005011
PROPOSAL CERTIFICATIONS

Dear Ken Discher:

I certify that the contents of the Proposal submitted on behalf of **Tempus Nova, Inc.** (Vendor) in response to the **Department of Administrative Services** Request for Proposal Number 1214005011 for Email & Productivity Application Services are true and accurate. I also certify that Vendor has not knowingly made any false statements in its Proposal.

Certification of Independence

I certify that I am a representative of Vendor expressly authorized to make the following certifications in behalf of Vendor. By submitting a Proposal in response to the RFP, I certify in behalf of the Vendor 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 vendor 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 Vendor to induce any other vendor 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 Vendor 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 Vendor 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 Vendor 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(8) (2011)* 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 Vendors 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 Vendor certifies the following: (check the applicable box)

☐ Vendor is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by *Iowa Code Chapter 432*; or

☒ Vendor 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(42) and (43)*.

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

Sincerely,

_____

Didi Dellanno
President & CEO
Tempus Nova, Inc.

9. Authorization to Release Information

3.2.10 Authorization to Release Information

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

Tempus Nova has included Attachment #2, where we authorize the release of information to the Agency.

Attachment #2

Authorization to Release Information Letter

Alterations to this document are prohibited, see section 2.13.14

June 2, 2014

Ken Discher, Issuing Officer
Department of Administrative Services
Procurement Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, Iowa 50319
Phone: 515-281-6380
E-mail: ken.discher@iowa.gov
Re: Request for Proposal Number 1214005011
AUTHORIZATION TO RELEASE INFORMATION

Dear Ken Discher:

Tempus Nova, Inc. (Vendor) hereby authorizes the **Department of Administrative Services** ("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 Vendor in response to Request for Proposal (RFP) Number 1214005011**.**

The Vendor acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The Vendor 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 Vendor is willing to take that risk.

The Vendor 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 Vendor in response to the RFP.

The Vendor 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 Vendor's Proposal submitted in response to RFP.

The Vendor 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 Vendor's Proposal. The Vendor 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 Vendor 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 Vendor in response to RFP.

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

Sincerely,

Tempus Nova, Inc.

_____ June 2, 2014

Didi Dellanno **Date**

President & CEO

10. Firm Proposal Terms

The Vendor 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 240 days following the deadline for submitting Proposals.

Tempus Nova guarantees in writing the goods and services offered in our proposal are currently available and that all proposal items, including price, will remain firm for 240 days following the proposal submittal deadline.