

REQUEST FOR PROPOSAL

RFP COVER SHEET

Administrative Information:

TITLE OF RFP:	State of Iowa Email & Productivity Application Services	RFP Number:	1214005011
Agency:	Office of the Chief Information Officer		
State seeks to purchase:	Services from a vendor to provide State of Iowa an Email system, productivity applications, and services	Available to Political Subdivisions?	Yes
Number of years of the initial term of the contract:	3	Number of possible annual extensions:	3
Initial approximate contract term beginning:	Date: 9/1/14	Ending:	Date: 8/31/17
State Issuing Officer: Ken Discher			
Name: Department of Administrative Services, Procurement Services			
Phone e-Mail and Fax: 515 281-6380 Ken.Discher@iowa.gov 515 725-0133			
Mailing Address: Hoover State Office Building, Level 3 1305 East Walnut Street Des Moines, Iowa 50319			
PROCUREMENT TIMETABLE—Event or Action:			Date/Time (Central Time):
State Posts Notice of RFP on TSB website			Date: March 31, 2014
State Issues RFP			Date: April 3, 2014
<p>Pre-Proposal Conference Location and Address: Date: April 14 @ 2-4PM 1305 E. Walnut Street, Des Moines, IA Hoover Bldg. – Level A Conference Room A-6</p> <p>To join via Teleconference, (if unable to attend in-person) a) Dial 1 866 685-1580 b) When prompted, enter 0009991688 followed by # sign.</p> <p>Is Pre-Proposal Conference mandatory? No</p> <p>If a map is needed, contact the Issuing Officer.</p>			
RFP written questions, requests for clarification, and suggested changes from Vendors due:			Date: April 23, 2014
Agency's written response to RFP questions, requests for clarifications and suggested changes due:			Date: April 30, 2014

Proposals Due Date: Proposals Due Time:		Date: June 2, 2014 Time: 3PM CDT
Relevant Websites:	Web-address:	
Internet website where Addenda to this RFP will be posted:	http://bidopportunities.iowa.gov/	
Internet website where contract terms and conditions are posted:	http://bidopportunities.iowa.gov/	
Number of Copies of Proposals Required to be Submitted:		1
Firm Proposal Terms Per Section 3.2.13, the minimum number of days during the RFP process, from RFP submittal to executed contract, that the Vendor guarantees all proposal terms, including price will remain firm. (This number is unrelated to any RFP or executed contract language concerning price, term or other such guarantees within the executed contract.):		Days 240

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SECTION 1 INTRODUCTION

1.1. Purpose

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

1.2. Definitions

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

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

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

1.2.3. “Contractor” means a Vendor submitting Proposals in response to this RFP.

1.2.4. “Proposal” means the Vendor’s proposal submitted in response to the RFP.

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

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

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

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

1.3. Overview of the RFP Process

Vendors will be required to submit their Proposals in hardcopy and on CD-ROM. It is the Agency’s intention to evaluate Proposals from all Responsible Contractors that submit timely Responsive Proposals, and award the Contract in accordance with Section 5, Evaluation and Selection.

1.4. Background Information

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

As recommended by the State of Iowa Technology Coordinating Committee and directed by the State of Iowa Chief Information Officer, the State of Iowa is initiating an RFP process for its next generation e-mail and productivity application platform. User and technical groups were formed to develop requirements for the RFP.

The State of Iowa's current e-mail services have evolved over time and are currently delivered using multiple e-mail platforms. The State of Iowa currently supports approximately 23,500 total accounts located in various agencies. (See Tables 1 and 2)

Table 1. Department of Administrative Services E-Mail Service ~ 11,700 Mailboxes

Attorney General (188)	Governor's Office (43)
Administrative Services (592)	Homeland Security & Emergency Mgmt (170)
Board of Educational Examiners (36)	Human Rights (67)
Board of Medicine (40)	Inspections and Appeals – Racing/Gaming (64)
Board of Nursing (28)	Inspections and Appeals (335)
Board of Pharmacy (57)	Iowa Ethics & Campaign Disclosure (7)
Civil Rights (56)	Iowa Communications Network (157)
College Student Aid Commission (53)	Iowa Dental Board (15)
Commerce – Alcoholic Beverages (61)	Iowa Finance Authority (131)
Commerce – Banking (76)	Iowa Law Enforcement Academy (25)
Commerce – Credit Union (18)	Iowa Lottery Authority (129)
Commerce – Insurance (151)	Iowa Public Employees Retirement (143)
Commerce – Professional Licensing & Regulation (21)	Iowa Prison Industries (94)
Commerce – Utilities (87)	Management (29)
Consumer Advocate, Office of (18)	Natural Resources (1,420)
Corrections (4,194)	Parole Board (22)
Cultural Affairs (72)	Public Defense (57)

Drug Control Policy, Office of (9)	Public Employment Relations Board (12)
Economic Development (194)	Public Health (481)
Education – Vocational Rehabilitation (281)	Revenue (485)
Education (294)	Treasurer of State (44)
Public Info Board (12)	Veterans Affairs (14)
Dept on Aging (45)	Workforce Development (1,029)

Estimated mailbox sizes	0MB - 100MB	4,762 *
	101MB - 500MB	4,101 *
	501MB - 4.25GB	2,765 *
	4.26GB - 6.25GB	35 *
	Greater than 6.25G	45 *

*Statistics are only available for agencies supported by the central Department of Administrative Services platform (See Section 1.4 – Table 1). Does not include data stored in Enterprise Vault.

Table 2. Executive Branch Agencies Hosting Their Own E-Mail Services but on central GAL via directory sync ~ **11,700 Total Mailboxes** *

Blind (111)	State Public Defender (265)
Education – Public Television (144)	Transportation (2831)
Education – State Library (40)	Veterans Affairs – Iowa Veterans Home (1018)
Human Services (6148)	Iowa Fair Authority
Public Safety (1012)	

Table 3. Non-Executive Branch Agencies Hosting Their Own E-Mail Services but on central GAL via directory sync ~ **3,000 Total Mailboxes** *

Auditor of State (100)	Legislative Branch (431)
Iowa Dept. of Agriculture and Land Stewardship (297)	Secretary of State (50)
	Judicial Branch (1897)

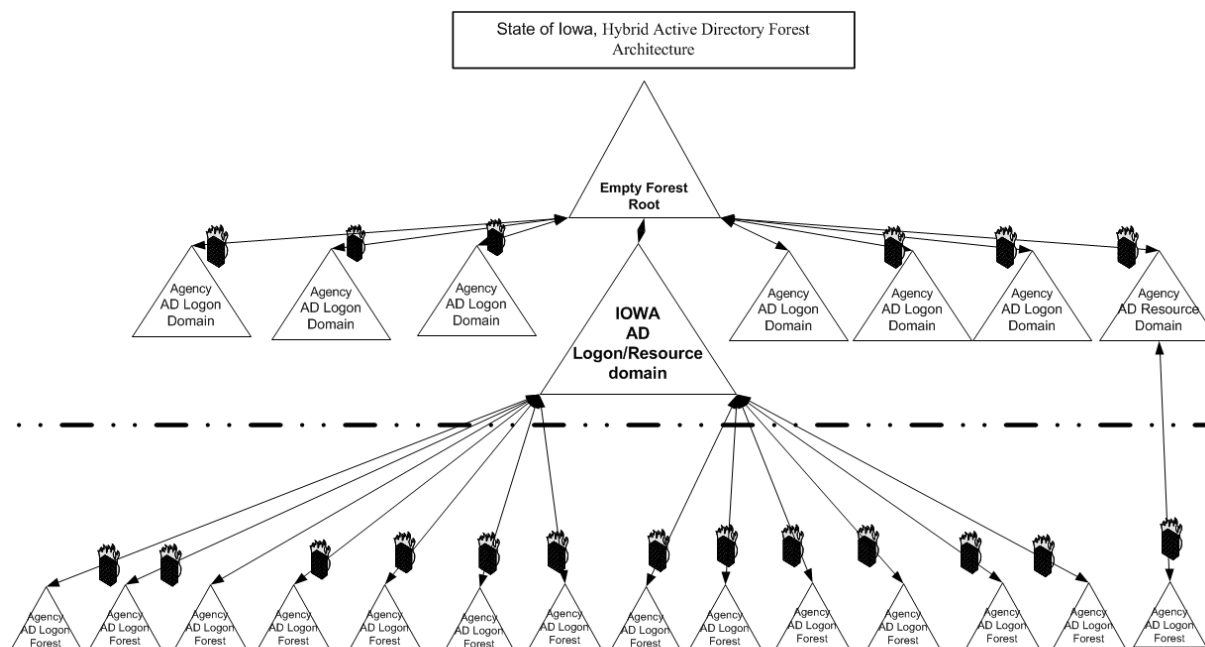
*A mix of Exchange 2007 and Exchange 2010 with one Lotus Notes platform. In most cases, at least a one-way trust is in place to support the global address list. Agencies running standalone messaging systems configured with Trust relationships to the central exchange forest have, in certain cases, manual scripts are to synchronize between domains and there is no trust. Lotus Notes mailboxes are not in scope and will not be migrated to the Vendor solution, but integration for the global address list is provided today.

All executive branch state government e-mail in 1.4 Table 1 is routed through the centralized e-mail encryption service. Most executive branch departments listed in 1.4 Table 2 route e-mail through the centralized e-mail encryption service, but not all.

Department of Administrative Services E-Mail Services

- Mailbox
 - Current centralized Production Exchange 2007 servers exist in two geographically separated datacenters and each production server replicates to a dedicated DR server in the opposite datacenter (SCR replication).
 - Centralized Exchange 2007 system currently supports Outlook versions Outlook 97 – Outlook 2013
 - Mailbox Size limits are not set unless an agency requests they be put in place.
 - Currently the centralized Exchange 2007 servers contain approximately 5.5 terabytes of production email (11 terabytes total after DR replication)
 - 9 executive branch agencies currently have their own emails server(s) and their current disk space usage is currently unknown.
 - The Department of Administrative Services operates with both linked and standard user mailboxes.
 - Average mailbox size for centrally hosted mailboxes is between 400-500 MB, not including vaulted data stored on the Symantec Enterprise Vault platform. At the present time, for the 11,700 mailboxes hosted centrally.
 - The largest mailbox hosted on the central Department of Administrative Services platform is 16 gigabytes.

Global Address List / Active Directory



Agencies with their own Active Directory Forest\Domain that have a Trust established to the Central Active Directory Forest

- The Central Active Directory Forest that the centralized Exchange Org is hosted in contains 9 Domains.
 - The IOWA domain in the Central Active Directory Forest currently contains the State of Iowa centralized email servers (Exchange 2007, Symantec Enterprise Vault, Blackberry Enterprise Servers).
 - The IOWA domain currently supports 18 Active Directory trusts to agency run Active Directory Forests to support single sign on to email.
 - Currently LDAP Directory synchs occur nightly with approximately 10 agencies (not shown in the above diagram) that are not on the centralized email system to provide a comprehensive Global Address Book for state government.
 - The current centralized Active Directory allows for each user object to be stamped with a billing code provided by the agency for granular billing.
 - Daily information such as Manager, Title, Address, Phone, etc. information is synched from the state central payroll system to the central active directory.
- Webmail
 - Centralized Exchange 2007 system currently support external connectivity via OWA, OutlookAnywhere, ActiveSync
 - Agencies have the ability to restrict, per mailbox, which employees have access to OWA, OutlookAnywhere & ActiveSync

- Mobile Device Management
 - There are approximately 470 Blackberry devices supported by the centralized Blackberry Enterprise servers.
 - There are multiple Mobile Device Management solutions with in the executive branch agencies.
 - We currently support more than 1700 ActiveSync devices (iPhone, Android, etc.) via our Exchange 2007 external facing Client Access Servers.
- E-Mail Archiving / E-Discovery
 - The State of Iowa utilizes Symantec Enterprise Vault v9.x for both Journal Archiving and Mailbox Archiving.
 - Current centralized Production Enterprise Vault servers exist in two geographically separated datacenters.
 - The centralized Symantec Enterprise Vault service is offered to agencies that are on the Centralized Exchange platform as well as to some agencies that currently run their own Exchange servers.
 - The Symantec Enterprise Vault email archiving servers in various agencies, including multiple instances in Administrative Services, Transportation, and Human Services, contain approximately 60 terabytes of archived email.
 - The Symantec Enterprise Vault Discovery Accelerator v9.x product is utilized for email discovery, legal holds, legal reviews and ultimate production of emails approved for release.
- SPAM Filtering
 - For inbound email protection the State of Iowa currently utilizes two levels of protection.
 - Level 1 – Fortinet’s Fortimail email appliances
 - Appliances deployed to multiple data centers allowing for redundancy and disaster recovery
 - Accepts inbound for 60+ email domains supported by the State of Iowa
 - Provides inbound Antispam, Antivirus and content filtering protections configurable per email domain and per LDAP groups
 - Provides recipient address verification via LDAP verification against multiple LDAP servers
 - Provides end user web interface to manage their email quarantine
 - Level 2 – Barracuda’s email appliances.
 - Provides a second layer of Antivirus, Antispam and content filtering providing additional protection for 60+ email domains supported by the State of Iowa

- Rules-based E-Mail Encryption
 - The State of Iowa has deployed content filtering rules to monitor for confidential information such as SSN and Credit Card numbers as well as comply with regulations such as HIPPA. The system will block these emails by default.
 - For authorized users, the email will be encrypted utilizing Fortinet's Fortimail email appliances providing for secure delivery to the recipient(s).
- Calendaring
 - The current centralized email system allows all users to see the Free\Busy time of all employees as well as resources such as conference rooms.
 - Each agency and user has the ability to delegate access to other users to have higher access rights to their calendar.

SECTION 2 ADMINISTRATIVE INFORMATION

2.1 Issuing Officer

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

2.2 Restriction on Communication

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

2.3 Downloading the RFP from the Internet

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

2.4 Procurement Timetable

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

2.5 Pre-Proposal Conference

If the RFP cover sheet indicates a pre-proposal conference will be held in conjunction with this RFP, it will be held at the date, time, and location listed on the RFP cover sheet. The purpose of the pre-proposal conference is to discuss with prospective Vendors the work to be performed and allow prospective Vendors an opportunity to ask questions regarding the RFP. Oral discussions at the pre-proposal conference shall not be considered part of the RFP unless confirmed in writing by the Agency and incorporated into this RFP. The conference may be recorded. Questions asked at the conference that cannot be adequately answered during the conference may be deferred.

2.6 Questions, Requests for Clarification, and Suggested Changes

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

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

2.7 Amendment to the RFP

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

2.8 Amendment and Withdrawal of Proposal

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

2.9 Submission of Proposals

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

Vendors must furnish all information necessary to enable the Agency to evaluate the Proposal. Proposals that fail to meet the mandatory requirements of the RFP will be rejected. Oral information provided by the Vendor shall not be considered part of the Vendor's Proposal unless it is reduced to writing.

2.10 Proposal Opening

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

2.11 Costs of Preparing the Proposal

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

2.12 No commitment to Contract

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

2.13 Rejection of Proposals

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

- 2.13.1** The Vendor fails to deliver the cost proposal in a separate envelope.
- 2.13.2** The Vendor acknowledges that a mandatory requirement of the RFP cannot be met.
- 2.13.3** The Vendor's Proposal changes a material requirement of the RFP or the Proposal is not compliant with the mandatory requirements of the RFP.
- 2.13.4** The Vendor's Proposal limits the rights of the Agency.
- 2.13.5** The Vendor fails to include information necessary to substantiate that it will be able to meet a requirement of the RFP as provided in Section 3 of this RFP.
- 2.13.6** The Vendor fails to timely respond to the Agency's request for information, documents, or references.
- 2.13.7** The Vendor fails to include Proposal Security, if required.
- 2.13.8** The Vendor fails to include any signature, certification, authorization, stipulation, disclosure or guarantee as provided in Section 3 of this RFP.
- 2.13.9** The Vendor presents the information requested by this RFP in a format inconsistent with the instructions of the RFP or otherwise fails to comply with the requirements of this RFP.
- 2.13.10** The Vendor initiates unauthorized contact regarding the RFP with state employees.
- 2.13.11** The Vendor provides misleading or inaccurate responses.

- 2.13.12** The Vendor's Proposal is materially unbalanced.
- 2.13.13** There is insufficient evidence (including evidence submitted by the Vendor and evidence obtained by the Agency from other sources) to satisfy the Agency that the Vendor is a Responsible Contractor.
- 2.13.14** The Vendor alters the language in Attachment 1, Certification Letter or Attachment 2, Authorization to Release Information letter.

2.14 Nonmaterial Variances

The Agency reserves the right to waive or permit cure of nonmaterial variances in the Proposal if, in the judgment of the Agency, it is in the State's best interest to do so. Nonmaterial variances include but are not limited to: minor failures to comply that do not affect overall responsiveness, that are merely a matter of form or format, that do not change the relative standing or otherwise prejudice other Vendors, that do not change the meaning or scope of the RFP, or that do not reflect a material change in the requirements of the RFP. In the event the Agency waives or permits cure of nonmaterial variances, such waiver or cure will not modify the RFP requirements or excuse the Vendor from full compliance with RFP specifications or other Contract requirements if the Vendor is awarded the Contract. The determination of materiality is in the sole discretion of the Agency.

2.15 Reference Checks

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

2.16 Information from Other Sources

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

2.17 Verification of Proposal Contents

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

2.18 Proposal Clarification Process

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

time specified in the Agency's request. Failure to comply with requests for additional information may result in rejection of the Proposal.

2.19 Disposition of Proposals

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

2.20 Public Records and Requests for Confidential Treatment

The Agency will treat all information submitted by a Vendor as public records unless the Vendor properly requests that specific parts of the Proposal be treated as confidential at the time of submitting the Proposal. The Agency's release of public records is governed by *Iowa Code chapter 22*. Vendors are encouraged to familiarize themselves with Chapter 22 before submitting a Proposal. The Agency will copy and produce public records as required to comply with Chapter 22 or other applicable law.

Any request for confidential treatment of specific information must be included in the transmittal letter with the Vendor's Proposal. In addition, the Vendor must enumerate the specific grounds in *Iowa Code Chapter 22* or other applicable law which support treatment of the material as confidential and explain why disclosure is not in the best interest of the public. Pricing information cannot be considered confidential information. The request for confidential treatment of information must also include the name, address, and telephone number of the person authorized by the Vendor to respond to any inquiries by the Agency concerning the confidential status of the materials.

Any Proposal submitted which contains information for which Vendor is requesting Confidential treatment must be conspicuously marked by the Vendor on the outside as containing confidential information, and each page upon which confidential information appears must be conspicuously marked as containing confidential information. **Failure to properly identify specific information as confidential shall relieve Agency or State personnel from any responsibility if confidential information is viewed by the public or a competitor, or is in any way released. If Vendor identifies its entire Proposal as confidential, the Agency may reject the Proposal as non-responsive.**

If the Vendor designates any portion of its Proposal as confidential, the Vendor must submit a copy labeled as "Public Copy" from which the confidential information has been excised. This excised copy is in addition to the number of copies requested in Section 3 of this RFP. The confidential material must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the Proposal as possible.

If Agency receives a request for information that includes information Vendor has marked as confidential, Agency will give written notice to the Vendor at least seven

calendar days prior to the release of the information to allow the Vendor to seek injunctive relief pursuant to *Section 22.8* of the *Iowa Code*. After seven calendar days, the Agency will release the information marked confidential unless a court of competent jurisdiction determines the information is confidential under *Iowa Code Chapter 22* or other applicable law.

The Vendor's failure to request confidential treatment of material will be deemed a waiver of any right to confidentiality the Vendor may have had.

2.21 Copyright Permission

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

2.22 Release of Claims

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

2.23 Vendor Presentations

Vendors may be required to make a presentation.

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

2.24 Evaluation of Proposals Submitted

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

2.25 Award Notice and Acceptance Period

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

Contract to the remaining Vendor the Agency believes will provide the best value to the State.

2.26 No Contract Rights until Execution

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

2.27 Choice of Law and Forum

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

2.28 Restrictions on Gifts and Activities

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

2.29 No Minimum Guaranteed

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

2.30 Anonymous Vendor Communications

Please note that the vendors' sole point of contact regarding this RFP is the issuing/contracting officer. During the procurement process if a vendor feels that after presenting a concern to the issuing/contracting officer it was not addressed, or if a vendor wishes to present a concern and remain anonymous, they may confidentially notify a DAS Fiscal and Policy Analyst regarding their concern. The DAS Fiscal Policy Analysts are independent third parties separate from the RFP requesting agency and issuing/contracting officer in order to review a vendor's concern.

Confidential contact may be made with the DAS Fiscal Policy Analysts through the following email address: DAS.FiscalPolicyAnalyst@iowa.gov

2.31 Appeals

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

2.32 PCard

Whenever feasible, the State of Iowa desires to use its Purchasing Card (PCard) program for payment to suppliers.

The State of Iowa Purchasing Card is a VISA credit card issued by US Bank that allows authorized employees to make purchases on behalf of the State. Suppliers who accept Iowa PCards must abide by the following security measures:

- comply with [Payment Card Industry Data Security Standard \(PCI DSS\)](#) to assure confidential card information is not compromised
- adhere to [Fair and Accurate Credit Transactions Act](#) requirements that limit the amount of consumer and account information shared for greater security protection
- never write down card numbers or store card information when accepting orders by phone; the transaction should be processed during the call, and itemized receipts (excluding card numbers) should be faxed, emailed or mailed to the cardholder with delivery
- confirm that the name of purchaser matches the name on the card
- ensure Internet orders are made via secure websites, featuring Verisign, TRUSTe, BBBOnline, or “https” in the web address
- shred any documentation with credit card numbers

SECTION 3 FORM AND CONTENT OF PROPOSALS

3.1 Instructions

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

3.1.1 The Proposal shall be typewritten on 8.5" x 11" paper and sent in sealed envelope.

The Proposal shall be divided into two parts: (1) the Technical Proposal and (2) the Cost Proposal. The Technical Proposal and the Cost Proposal shall be labeled as such and placed in separate sealed envelopes. The envelopes shall be numbered in the following fashion: 1 of 4, 2 of 4, etc. The envelopes shall be labeled with the following information:

**RFP Number: 1214005011 RFP Title: State of Iowa Email & Productivity
Application Services
Issuing Officer: Ken Discher
Lead Agency Address: Dept. of Administrative Services (DAS)
1305 E. Walnut St.
Hoover Bldg. – Level 3
Des Moines, IA 50319**

[Vendor's Name and Address]

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

3.1.2 (1) Original, (1) Digital, & (1) Copy of the Technical Proposal, and **(1) Original, (1) Digital, & (1) Copy** of the Cost Proposal, each in a sealed envelope or box, shall be timely submitted to the Issuing Officer.

Technical Proposal Envelope Contents
Original Technical Proposal and a copy
Public Copy (if applicable)
Technical Proposal on digital media
Electronic Public Copy on same digital
media (if applicable)

Cost Proposal Envelope Contents
Original Cost Proposal and a copy
Cost Proposal on digital media

3.1.3 If the Vendor designates any information in its Proposal as confidential pursuant to Section 2, the Vendor must also submit one (1) copy of the Proposal from which confidential information has been excised as provided in Section 2 and which is marked "Public Copy".

3.1.4 Proposals shall not contain promotional or display materials.

3.1.5 Attachments shall be referenced in the Proposal.

3.1.6 If a Vendor proposes more than one solution to the RFP requirements, each shall be labeled and submitted separately and each will be evaluated separately.

3.2 Technical Proposal

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

3.2.1 Transmittal Letter (Required)

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

3.2.2 Table of Contents

The Vendor shall include a table of contents of its Proposal and submit the check list of submittals per Attachment # 3.

3.2.3 Executive Summary

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

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

3.2.3.2 An overview of the Vendor's plans for complying with the requirements of this RFP.

3.2.3.3 Any other summary information the Vendor deems to be pertinent.

3.2.4 Specifications and Technical Requirements

The Vendor shall answer whether or not it will comply with each requirement in Section 4 of the RFP. Where the context requires more than a yes or no answer or the specific requirement so indicates, Vendor shall explain how it will comply with the requirement. Merely repeating the Section 4 requirements may be considered non-responsive and result in the rejection of the Proposal. Proposals must identify any deviations from the requirements of the RFP or requirements the Vendor cannot satisfy. Vendor may propose third party services to augment their base offerings to deliver a more feature complete solution. If third party services are included for a requirement please explain. If the Vendor deviates from or cannot satisfy the requirement(s) of this section, the Agency may reject the Proposal.

3.2.5 Vendor Background Information

The Vendor shall provide the following general background information:

- 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.
- 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
- 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
- 3.2.5.6** Number of employees
- 3.2.5.7** Type of business
- 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
- 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.
- 3.2.5.11** Vendor's accounting firm
- 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

3.2.6 Financial Information

The Vendor must provide the following financial information

- 3.2.6.1** Audited financial statements for the last 3 years. For privately held companies, unaudited financial statements are acceptable.
- 3.2.6.2** A minimum of three (3) financial references

3.2.7 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.
- 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.
- 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.
- 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.
- 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.

Failure to disclose these matters may result in rejection of the Proposal or termination of any subsequent Contract. The above disclosures are a continuing requirement of the Vendor. Vendor shall provide written notification to the Agency of any such matter commencing or occurring after submission of a Proposal, and with respect to the successful Vendor, following execution of the Contract.

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.

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.

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.

3.2.11 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.

3.2.12 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.

3.3 Cost Proposal

The Vendor shall provide its cost proposal in a separately sealed envelope for the proposed goods and/or services. All prices are quoted pursuant to the terms and conditions of this RFP. See Attachment 4.

SECTION 4 SPECIFICATIONS AND TECHNICAL REQUIREMENTS

4.1 Overview

The successful Vendor shall provide the goods and/or services to Agency and other agencies using the Contract in accordance with the specifications and technical requirements as provided in this Section. The Vendor shall address each requirement in this Section in the order presented and indicate whether or not it will comply with the requirement. If the context requires more than a yes or no answer or the section specifically indicates, Vendor shall explain how it will comply with the requirement. Vendor may propose third party services to augment their base offerings to deliver a more feature complete solution. If third party services are included to fulfill a requirement, please explain. Proposals must address each requirement. Merely repeating the requirements may be considered non-responsive and may disqualify the Vendor. Proposals must identify any deviations from the requirements of this RFP or requirements the Vendor cannot satisfy. If the Vendor deviates from or cannot satisfy the requirement(s) of this section, the Agency may reject the Proposal.

There are two types of requirements addressed in these specifications:

- **Mandatory (pass/fail) Requirements:** A Vendor must be able to satisfy all these requirements to be deemed a Responsible Contractor.
- **Scored Technical Requirements:** Proposals which pass the Mandatory (pass/fail) Requirements review will be reviewed by the evaluation committee and scored in accordance with the evaluation criteria described in Section 5.

DISCLAIMER

IF VENDOR'S RESPONSE TO STATE OF IOWA MANDATORY OR SCORED REQUIREMENTS IN SECTION 4 OF THIS RFP INCLUDES OPTIONAL OR ADD ON COMPONENTS NECESSARY TO MEET ALL STATE OF IOWA REQUIREMENTS, THE COST OF THOSE COMPONENTS MUST BE INCLUDED IN THE COST PROPOSAL OR THE ENTIRE VENDOR PROPOSAL WILL BE DISQUALIFIED. ANY SUCH OPTIONAL OR ADD ON COMPONENTS SHOULD ALSO BE DESCRIBED AND IDENTIFIED WITHIN THE COST PROPOSAL.

VENDOR UNDERSTANDS AND AGREES
YES _____ NO (DISQUALIFIED)_____

4.2 Mandatory (Pass/Fail) Technical Requirements

All items listed in this section are Mandatory (pass/fail) Requirements. A pass/fail evaluation will be utilized for these requirements. **Vendors must mark either “yes” or “no” to each mandatory requirement in their Proposals.** By indicating “yes” a Vendor agrees that it shall comply with that requirement throughout the full term of the Contract, if the Vendor is successful. In addition, if specified by the requirements or if the context otherwise requires, the Vendor shall provide references and/or supportive information and materials to verify the Vendor’s compliance with the requirement and to provide clarity. **The Agency shall have the right to determine whether the supportive information and materials submitted by the Vendor, including responses to Section 4.3 Scored Technical Requirements, demonstrate the Vendor will be able to comply with the Mandatory (pass/fail) Requirements.** If the Agency determines the responses and supportive materials do not demonstrate the Supplier will be able to comply with the Mandatory (pass/fail) Requirements, the Agency may reject the Proposal.

Vendor must provide:

4.2.1 E-Mail

- 4.2.1.1** An Email solution, including the ability to compose, send, receive, format, store, add and download attachments.

4.2.2 Contact Management

- 4.2.2.1** A Contact management solution, including last name, first name, email address(es), phone number(s), street address(es) and organization.

4.2.3 Calendaring and Scheduling

- 4.2.3.1** A Calendar and Scheduling solution, including the ability to create, delete, reschedule and modify calendar events and re-occurring calendar events.

4.2.4 Data Retention

- 4.2.4.1** A Data Retention solution that ensures that all State of Iowa data hosted by the Vendor under this RFP is retained in accordance with Iowa Code Chapter 22.

4.2.5 E-Discovery

- 4.2.5.1** A solution that will allow State of Iowa authorized users to discover and produce records from all State of Iowa data hosted by the Vendor under this RFP in accordance with Iowa Code Chapter 22.

4.2.6 Technical Solution Administration

- 4.2.6.1** A solution that will allow the State of Iowa to fully manage all accounts within the network, including, but not limited to addition, deletion, manipulation, suspension, and termination.

4.2.7 Integration

- 4.2.7.1** A solution that will provide a method for integrating with existing state mobile devices including iOS, Android, Blackberry, and Windows Mobile.

4.2.8 Active Directory Integration

- 4.2.8.1** A solution that will support a single credential set. The State of Iowa requires the end user to sign on to the service with the same Active Directory credential set used to sign on to the local desktop.

4.2.9 Communication and Gateway Services

- 4.2.9.1** A solution that will provide a SPAM filter for all e-mail boxes.
4.2.9.2 A solution that will provide rules-based and user declared user-to-user e-mail encryption for all users.

4.2.10 Migration

- 4.2.10.1** Mass migration of all existing current and archived e-mail data into the proposed solution including PST, Exchange Inbox, and Enterprise Vault.
- 4.2.10.2** Migration of all State e-mail data from existing e-mail platforms. A migration plan requiring State of Iowa personnel to migrate the data will not be acceptable. The Vendor personnel must migrate the data.
- 4.2.10.3** Migration of all State data from all existing Symantec Enterprise Vault platforms. A migration plan requiring State of Iowa personnel to migrate the data will not be acceptable. The Vendor personnel must migrate the data.
- 4.2.10.4** Implementation of the solution and migration of all State data as described in Section 1.4 Background Information. This includes all work required to oversee, manage, plan, coordinate, and implement the Vendor solution using Vendor-provided staffing resources. The State of Iowa will serve in a technical advisory and project coordination capacity with no more than 5,280 hours of State of Iowa staffing time to be provided over 12 months being required to aid the Vendor in its implementation of the proposed solution for all 23,500 mailboxes and all State of Iowa archived e-mail data. The following State of Iowa resources will be provided:
- State Project Manager – 160 hours per month
 - State Technical Lead – 160 hours per month
 - State Networking, Security, Email, and Mobility Subject Matter Experts – 120 hours per month combined total
- 4.2.10.5** Implementation of a migration from the current State of Iowa environment as described in Section 1.4 Background Information without requiring on premises consolidation for the email system or the underlying directories as a

prerequisite to cloud migration. The current system includes nine independent agency e-mail systems, 18 Active Directory trusts, multiple e-mail domains, and multiple mobile device management platforms.

4.2.11 Vendor Competency

4.2.11.1 Experience as the Prime Vendor for implementation of the solution in at least one 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.

4.2.12 Solution Administration

4.2.12.1 A technical account manager dedicated to the proposed solution to act as the central point of contact.

4.2.12.2 A solution that will allow for the State of Iowa to provide ongoing technical administration including end-user support, mailbox adds/mods/deletes, e-discovery, and other basic support functions.

4.2.12.3 A solution that will allow for the State to provide its own level 1 and level 2 technical support, with the vendor providing 24x7x365 Level 3 problem/incident resolution and escalation.

4.2.13 Security/Compliance

4.2.13.1 A comprehensive approach to managing compliance with government security requirements for e-mail, collaboration, and office productivity data.

4.2.14 Audit

4.2.14.1 A third party audit of the services environment.

4.2.15 Data Breach

4.2.15.1 A process for identifying a data breach as defined in Iowa Code Chapter 715.C and notifying the State of Iowa such that the State can maintain compliance with all applicable state and federal laws governing data breach notification.

4.2.15.2 A process for remediating the root cause of a data breach if originating from vulnerability in the Vendor's system or action of the Vendor's employees.

4.2.16 Data Recovery

- 4.2.16.1** Disaster recovery services for each service component.
- 4.2.16.2** An on-line ability for end user initiated/controlled recovery of deleted email.
- 4.2.16.3** The ability to recover an individual full user mailbox with calendar entries.

4.2.17 Service Levels

- 4.2.17.1** A solution with 99.9% or greater availability.
- 4.2.17.2** 24x7x365 technical support for State of Iowa.
- 4.2.17.3** A HIPAA Business Associates Agreement signed by both the prime Vendor and recommended solution provider.

4.2.18 Reporting

- 4.2.18.1** Custom Global/Agency/User level reports from the date of implementation for the duration of the contract.

4.2.19 Transition Out

- 4.2.19.1** The ability to migrate all data to a successor solution provider.

4.2.20 Training

- 4.2.20.1** End user training to the State of Iowa.
- 4.2.20.2** Technical solution administrator training to the State of Iowa.

4.2.21 Staffing and Project Management

- 4.2.21.1** A project management and phased implementation plan for this solution.

4.2.22 Collaboration

- 4.2.22.1** A solution that allows for file synchronization and sharing of user data within the solution above and beyond attachments to e-mail messages.
- 4.2.22.2** A solution that allows for collaboration between state employees at any work location that has an Internet connection.
- 4.2.22.3** A solution that allows for instant messaging and web conferencing between state employees.
- 4.2.22.4** A solution that maintains version control (i.e., who, what, when).
- 4.2.22.5** A solution that allows users to recover or revert to earlier versions of a document.

4.2.23 Productivity Applications

- 4.2.23.1** Word Processing.
- 4.2.23.2** Spreadsheet capability.
- 4.2.23.3** Presentation tools.
- 4.2.23.4** A solution that is able to read, open, edit, and display standard Microsoft Office product formats.

- 4.2.23.5** A solution that allows users to copy historical documents, spreadsheets, and presentations from local storage to the solution.
- 4.2.23.6** A solution that allows for word processing, spreadsheet, and presentation documents to be viewed and edited on mobile devices including tablets and smart phones.

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.

Vendor will provide:

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.
- Create user defined rules for email handling.
- Delegate email functionality to another staff member (i.e., proxy assignments, including mail/phone, appointments, reminder notes, tasks)
- Copy and paste information to desktop or local storage.
- Access offline.
- Add personal signatures.
- Spell checking functionality; including automatic spell checking for free form typing.
- View metadata for a message type. Describe what metadata is available. (Metadata is information that is commonly available in message headers).
- Post reminders.
- Search or filter emails by header fields.
- Set follow-up reminders on email messages.
- Send out-of-office notifications to internal email senders and external email senders.
- Support email messages in Hyper Text Markup Language (HTML), and plain text format
- Distinguish between read and unread emails.
- Create views including threaded conversations, non-threaded conversations and reading panes.
- Use multiple windows to create and edit e-mails.
- Tag, block, and filter incoming emails as spam.
- Autocomplete and search address lists when addressing email.
- Search all email and attachments.

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.
- Access contact information while offline.
- Delegate contact management.
- Create system wide contacts that show up in global listing.
- Import/Export contacts.
- Create custom fields for contacts.
- Perform a keyword search on Contact management fields.
- Designate 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.

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.
- Secure calendars and managing access controls.
- Drag and drop files into calendar events.
- Search functionality.
- Send communication to event attendees.
- Overview of user experience. Provide descriptions and screenshots of user calendaring scenarios.
- Delegate Calendaring and Scheduling functions.
- View Calendar information for others including availability while scheduling an event.
- Control visibility of calendar events, both internal and external.
- Send a calendar event request to an external user.

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.
- Capture and retain metadata unchanged and in its original format.
- Restoration of an archived email to inbox by the end user.
- 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).
- Data retention capabilities for other workloads such as collaboration and office productivity documents.

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.
- Collaboration and productivity application archiving and e-discovery.
- Perform complex Boolean searches across archived e-mail for a variety of search fields.
- Review search results and tag/mark individual e-mails.
- Delegate ability to review and approve search results.
- Redact e-mail, preferably at the level of individual content elements
- Preserve chain of custody.
- Enforce legal holds to prevent deletion of e-mail.
- Process for e-discovery during the transition period while migrating into the proposed solution.
- Maintain an audit log of e-discovery activity.
- Capability to review native documents (e.g. Adobe, Microsoft Office).
- Capability to produce and export e-discovery results in standard file formats (e.g. .PST, HTML).

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).

4.3.6 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.
- Capability to process attachments up to 80 Mb in size between mailboxes within the solution, or offer an alternative that meets this requirement.
- 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).
- 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.
- Support all existing and future email domains utilized in State of Iowa - see background section.

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.

- Capability to integrate with internal applications using email, specifically using secure SMTP, IMAP, SOAP and POP3.
- Capability to integrate with Inbound/Outbound Fax services.
- Capability to integrate with Unified Messaging services (integrated voicemail, e-mail and SMS). Please list the services your solution supports.

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.

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 to support single credential set authentication, working with multiple active directories – see background.
- 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.
- The process for establishing Active Directory(s) synchronization with multiple Active Directories – see background.
- Support for varied synchronization settings by Active Directory forest synchronization via LDAP.
- The process for administrators to force synchronization to occur immediately for user(s) or other object(s) in their domain.
- How the solution will ensure that directory integration is a not a single point of failure.

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.
- E-mail filtering including process for addressing new attacks, hyperlink verification, phishing, and customizable block/approved list.
- Day-to-day administration tasks and activities required to manage the solution.
- 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.
- 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.
- Capability to evaluate graphical attachments using optical character recognition or to review for suggestive nature or unwanted content.

- Encrypted e-mail delivery capabilities including TLS, online pull delivery (secure webmail), and Algorithms and Key Lengths.
- 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.
- Capabilities for quarantines.
- Dashboard and reporting capabilities.
- Process for log management and logging capabilities.
- Audit of system configuration changes.

4.3.10 Migration

4.3.10.1 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.
- A description of the migration plan.
- A description of Vendor's plan for coexistence with each state department's existing email system for the duration of the migration.
- A description of the process to migrate all existing Microsoft Exchange public folder data.
- A description of the process to migrate/ingest PST files for those agencies that still have PST files.
- The maximum number of concurrent mailbox migrations supported by your process and networking requirements to achieve this number.
- A description of the process to migrate current email folder and sub-folder structures for a user into the solution.
- A description of the process to migrate e-mail contacts and distribution lists for a user into the solution.
- A description of the process to migrate e-mail contacts and distribution lists on the Global Address List into the proposed solution.
- A description of the process to migrate calendar items including recurring calendar items in an automated manner.
- A description of any performance degradation that may occur during the migration.

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

- A description of your plan for e-discovery during coexistence with the State of Iowa's current Symantec Enterprise Vault platforms.
- 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.
- A description of your plan to preserve current legal holds within the State of Iowa Symantec Enterprise Vault platforms.
- 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.
- Estimated timeframes for migration of all data in the State of Iowa's current Symantec Enterprise Vault platforms.
- Process for error reporting and event handling during the migration.
- Capability to produce an audit log to demonstrate chain of custody and integrity of data after migration to the solution.
- A description of any performance degradation that may occur during the migration.

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.
- Recommendations to the State for managing problems with calendaring during the migration based on past experience.
- A description of the process for handling recurring events, managing orphaned calendar events, and related problems.
- A description of any performance degradation that may occur during the migration.

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.

4.3.12 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?
- 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.
- Capability to delegate (by department and role) administration for mailbox addition, deletion, suspension, termination, password resets, distribution lists to administrators and help desk personnel.
- 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.
- On-line interfaces for all routine service changes including but not limited to mailbox additions, modifications, deletions, mobile devices, archive and e-discovery.
- Change management processes.
- Product enhancement request processes.
- Approach to integrate with existing State of Iowa support mechanisms, including but not limited to ServiceNow (<http://www.servicenow.com/>).
- Process for measuring and maximizing end user performance.
- Describe Level 3 Problem/Incident Resolution and Escalation services provided as required in Section 4.2.12.

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

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.

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.

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.

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

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

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.
- 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.

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.

4.3.20 Training

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

- A self-service knowledge base, on-line tutorials, blogs, and other end-user support materials.
- A defined curriculum for end-user and IT professional web based training.
- 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.

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

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.
- Capabilities for collaboration between external stakeholders including citizens, board members, legislators, and other users.
- 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.
- Internal collaboration sites for teams.
- Capabilities for e-discovery and archiving across collaboration solutions.

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.
- An overview of the user experience including screenshots, tutorials, and examples of user work scenarios.
- A detailed description of application functionality.
- Accessibility of data on various mobile platforms including iOS and Android.
- Browser based versus thick client capability and capabilities for offline access.
- Operating system compatibility including Windows, Mac OS, and Linux.
- Capabilities for e-discovery and archiving across productivity solutions.

SECTION 5 EVALUATION AND SELECTION

5.1 Introduction

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

5.2 Evaluation Committee

The Agency intends to conduct a comprehensive, fair, and impartial evaluation of Proposals received in response to this RFP. A Contract will be awarded to the bidder that offers the greatest benefit to the Agency.

The Agency will use an evaluation team to review and evaluate the Proposals. Upon completing the evaluation process as described in Section 5.3 through Section 5.5, the evaluation team will provide to the State Chief Information Officer (CIO) the list of Vendor(s) that have met the minimum score as described in Section 5.3 to be deemed a Responsible Contractor submitting a Responsive Proposal. At its sole discretion, the State reserves the right to make the award to the top scorer or invite all of the Vendors that have met the minimum score as described in Section 5.3 to an Interview/Presentation. The State may also choose to conduct additional Interview(s)/Presentation(s) with a Vendor(s).

As a result of the Interview/Presentation(s), if held, and any additional information obtained, the State CIO will determine the Vendor, if any, to make the award to based on what is determined to provide the best value to the State.

5.3 Overview of Evaluation

All Technical Proposals will first be evaluated to determine if they comply with the Mandatory Requirements and Scored Technical Requirements described in Sections 4.2 and 4.3 and meet the total minimum score of 60% or more of the points available for the Scored Technical Requirements in Section 4.3. In addition to meeting other bid requirements, to be deemed a Responsible Contractor and a Responsive Proposal, the Proposal must:

- answer "Yes" to all parts of Section 4.2 and include supportive materials as required to demonstrate the Vendor will be able to comply with the Mandatory Requirements in that section and
- obtain a minimum score of 60% of the available points for the Scored Technical Requirements outlined in Section 4.3.

After the Technical Proposals have been scored, the evaluation committee will open and score the Cost Proposals.

5.4 Evaluation Points

80% of evaluation points will be apportioned to Technical Proposal and 20% apportioned to Cost Proposal.

5.5 Evaluation Criteria

As proposals are evaluated, the evaluation committee may take into consideration any of the following criteria, which are not listed in any particular order of importance.

Criterion:

5.5.1 Demonstrated ability to provide Email and Productivity Application Services to the State of Iowa.

5.5.2 Cost of goods and/or services.

5.5.3 Creativity and proposed innovative techniques that will extend or broaden the scope of Email and Productivity Application Services activities.

5.5.4 Satisfactory performance on previous and present contracts similar in scope to the subject of this RFP.

5.5.5 Vendor's professional experience and performance record.

5.5.6 Vendor's direct experience implementing email and productivity application services with other States.

5.5.7 Financial stability of Vendor.

5.5.8 Overall track record and reputation in the relevant industry.

5.5.9 Compliance with RFP and Proposal format.

5.5.10 Results of any requested oral presentations or site visits.

5.5.11 References.

5.5.12 Vendor's proposed transition and work plans.

5.5.13 Demonstrated quality of proposed services and/or products.

5.5.14 Plans for assurance of high quality service.

5.5.15 Compliance with Agency information security policies.

5.6 Preferences

5.6.1 Preference to Iowa Products and Services

In accordance with the provisions of *Iowa Code § 73.1* a preference will be given to products and provisions grown and coal produced within the State of Iowa, when they are found in marketable quantities in the State and are of a quality reasonably suited to the purpose intended, and can be secured without additional

cost over foreign products or products of other states. Preferences required by applicable statute or rule shall also be applied, where appropriate.

5.6.2 Tied Bid

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

Notwithstanding the foregoing, if a tied bid involves an Iowa Vendor and a Vendor outside the State of Iowa, the Iowa Vendor will receive preference. If a tied bid involves one or more Iowa Vendors and one or more Vendors outside the state of Iowa, a drawing will be held among the Iowa Vendors only. Tied bids involving Iowa-produced or Iowa-manufactured products and items produced or manufactured outside the state of Iowa will be resolved in favor of the Iowa product.

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

SECTION 6 CONTRACTUAL TERMS AND CONDITIONS

6.1 Contract Terms and Conditions

The Contract that the Agency expects to award as a result of this RFP shall comprise the specifications, terms and conditions of the RFP, written clarifications or changes made in accordance with the provisions of the RFP, the offer of the successful Vendor contained in its Proposal, and any other terms deemed necessary by the Agency. No objection or amendment by a Vendor to the provisions or terms and conditions of the RFP shall be incorporated into the Contract unless Agency has explicitly accepted the Vendor's objection or amendment in writing.

The Agency and the successful Vendor will negotiate contract terms and conditions following the award. If the Agency and the successful Vendor are unable to agree to contract terms and conditions, the Agency reserves the right to award to the vendor providing the next highest value to the State.

6.2 Special Terms

Per the State of Iowa Code Chapter 8E State Government Accountability (AGA), State will require contract to include a Service Level Agreement (SLA) with specific deliverables and service target expectations quantified. As part of RFP proposal, Vendor shall provide a proposed SLA with recommended deliverables and target expectations included.

6.3 Contract Length

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

6.4 Quarterly Report

The Vendor shall provide an electronic detailed quarterly report on all sales made under this agreement within the State of Iowa via E-Mail to the Office of the Chief Information Officer, Procurement, Attn: Issuing Officer Name, e-Mail Address. The report file format shall be Microsoft Excel compatible format. The report at minimum shall include the date of sale, customer name and address, full product description, SKU Numbers, quantity, invoice number, unit and extended invoice prices. Vendor proposals must include a sample report and a description of the reporting that will be provided. The State reserves the right to request more detailed information (ad-hoc reporting) at any time and on an individual or specific basis for a specific product, department, time frame, or for a range of products, departments or time frames.

**Attachment # 1
Certification Letter**

Alterations to this document are prohibited, see section 2.13.14

[Date]

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 **[Name of Vendor]**_____ (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 addition to other remedies available to Agency.

Sincerely,

[Name and Title]

Attachment #2

Authorization to Release Information Letter

Alterations to this document are prohibited, see section 2.13.14

[Date]

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:

[Name of Vendor] _____ **(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,

[Printed Name of Vendor Organization]

[Name and Title of Authorized Representative]

Date

Attachment #3
Vendor Requirements Check List

RFP SECTION & REFERENCE	RESPONSE INCLUDED		LOCATION OF RESPONSE
3. (1) Original, (1) Digital, and (1) Copy of the Bid Proposal			
3. One (1) Public Copy with Confidential Information Excised (if applicable)			
3. Transmittal Letter			
3. Executive Summary			
3. Specifications and Technical Requirements			
3. Vendor Background Information			
3. Financial Information			
3. Terminations			
3. Acceptance of Terms and Conditions			
3. Certification Letter			
3. Authorization to Release Information			
3. Firm Proposal Terms			
4. Mandatory Requirements			
4. Scored Mandatory Requirements			
(1) Original, (1) Digital, and (1) Copy of the Cost Proposal (Attachment #4)			

Attachment #4

Cost Proposal

It is anticipated that overall implementation is estimated to be 23,500 users. Pricing should be based on that number of users.

Deliverables

Provide an all-inclusive price for all activities related to this RFP. All pricing to be based on Net 60 Days Payment Terms.

General Assumptions

1. The Vendor must provide the personnel, equipment, tools, test equipment, and expertise to meet the requirements in this RFP.
2. The State does not intend to continue operation of its Symantec Enterprise Vault platform after successful migration to the Vendor's solution. All e-mail and archived vaulted data stored by the State must be moved to the Vendor's system by the Vendor.
3. The State of Iowa is requesting a proposed solution to include Vendor managed migration services.

DISCLAIMER

IF VENDOR'S RESPONSE TO STATE OF IOWA MANDATORY OR SCORED REQUIREMENTS IN SECTION 4 OF THIS RFP INCLUDES OPTIONAL OR ADD ON COMPONENTS NECESSARY TO MEET ALL STATE OF IOWA REQUIREMENTS, THE COST OF THOSE COMPONENTS MUST BE INCLUDED IN THIS COST PROPOSAL OR THE ENTIRE VENDOR PROPOSAL WILL BE DISQUALIFIED. ANY SUCH OPTIONAL OR ADD ON COMPONENTS SHOULD ALSO BE DESCRIBED AND IDENTIFIED WITHIN THE COST PROPOSAL.

Pricing Schedule 1
IMPLEMENTATION & 1ST YEAR OPERATION COSTS
Vendor must fill in each blank

Pricing Elements

1. TOTAL ALL INCLUSIVE PRICE FOR IMPLEMENTATION

(Include all costs for A through E below) \$_____

- A. The total all inclusive price for Implementation must include, but not be limited to migration of all state data including all e-mail and all archived data, project management, integration, test, training, and acceptance for all 23,500 mailboxes, solution setup, all travel expenses, per diem, and administrative costs, service fees, and all other costs incurred by the State of Iowa to complete the implementation as specified in this RFP.
- B. The Vendor must perform the complete and full implementation of the solution and migration of all state data including e-mail and approximately 60 terabytes of Symantec Enterprise Vault archived e-mail to the Vendor's hosted environment for 23,500 users.
- C. The State of Iowa has limited internal resources to assist with the implementation of the awarded solution for a period not to exceed 12 months. The Total All Inclusive Price for Implementation must include Vendor costs to deliver the full implementation with its own resources. The State will make available the following team members for the hours indicated:
 - i. State Project Manager – 160 hours per month
 - ii. State Technical Lead – 160 hours per month
 - iii. State Networking, Security, Email, and Mobility Subject Matter Experts – 120 hours per month combined total
- D. Implementation services must include a component of onsite time provided by the Vendor.
- E. If the Vendor's proposal for implementation includes additional add-on or optional software licenses from any vendor to meet all State of Iowa requirements as described in this RFP, identify the costs of those licenses that you are including.

Failure to complete the following table may result in disqualification.

SKU/Model #	Name/Description	Unit Price	Quantity

2. TOTAL ALL INCLUSIVE PRICE PER USER (Licenses/Subscriptions)

(Include all costs for A through C below) \$ _____

- A. Total all inclusive price per user must include the cost for all required licenses or subscription fees including, but not limited to, e-mail, archiving, calendar, mobile device management, contacts, gateway, eDiscovery, user-to-user rules based encryption, and other software subscriptions or licenses needed to meet the requirements of the RFP.
- B. Responses must include 25 Gigabytes e-mail storage and 25 Gigabytes discovery archive storage at a minimum.
- C. State the license and/or subscription SKU/Model Number being proposed for the solution, name/description, and itemized unit price.

Failure to complete the following table may result in disqualification.

SKU/Model #	Name/Description	Unit Price

3. OTHER COSTS

\$ _____

Describe other costs required to meet all State of Iowa requirements as described in the RFP. Describe each cost in detail (Include any other costs and/or features that will be provided to meet the requirements of this RFP and their estimated value and the source of the value calculation). For example: unified communications, identify management, voice and video, fax, document management, mobile device management, migration tools, etc.

TOTAL ALL INCLUSIVE PRICE FOR 1st FULL YEAR OF SERVICE

(Item 1 + (Item 2 x 23,500) + Item 3) \$ _____

Signature

Date

Pricing Schedule 2
YEARS 2 AND 3 OPERATION COSTS
Vendor must fill in each blank

Year 2 - Pricing Elements

1. TOTAL ALL INCLUSIVE PRICE PER USER FOR SECOND FULL YEAR OF SERVICE

\$ _____

Use the same criteria provided for in #2 of the TOTAL ALL INCLUSIVE PRICE PER USER FOR FIRST FULL YEAR OF SERVICE in Pricing Schedule 1 (Items A thru C). State the license and/or subscription SKU/Model Number being proposed for the solution, name/description, and itemized unit price.

Failure to complete the following table may result in disqualification.

SKU/Model #	Name/Description	Unit Price

2. OTHER COSTS (Year 2)

\$ _____

TOTAL ALL INCLUSIVE PRICE FOR 2nd FULL YEAR OF SERVICE

((Item 1 x 23,500) + Item 2)

\$ _____

Year 3 - Pricing Elements

3. TOTAL ALL INCLUSIVE PRICE PER USER FOR THIRD FULL YEAR OF SERVICE

\$ _____

Use the same criteria provided for in #2 of the TOTAL ALL INCLUSIVE PRICE PER USER FOR FIRST FULL YEAR OF SERVICE in Pricing Schedule 1 (Items A thru C). State the license and/or subscription SKU/Model Number being proposed for the solution, name/description, and itemized unit price.

Failure to complete the following table may result in disqualification.

SKU/Model #	Name/Description	Unit Price

4. OTHER COSTS (Year 3)

\$ _____

TOTAL ALL INCLUSIVE PRICE FOR 3rd FULL YEAR OF SERVICE

((Item 3 x 23,500) + Item 4)

\$ _____

TOTAL FOR PRICING SCHEDULE 2

(YEAR 2 TOTAL + YEAR 3 TOTAL)

\$ _____

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

Signature

Date

Name and Title (Typed or Printed)