State of Iowa Email & Productivity Application Services

RFP Number: 1214005011

June 2, 2014







Transmittal Letter

Tempus Nova, Inc. 1550 Larimer Street, Suite #217 Denver, CO 80202 <u>didi@tempusnova.com</u> Fax Number: (303) 379-1791 Telephone number: (303) 900-8564

Dear Mr. Discher,

Tempus Nova is pleased to submit our response to the State of Iowa's Department of Administrative Services for its email and productivity application services request for proposal (RFP). We are the leading provider of Google Enterprise messaging solutions and services, and we are the only provider of Google Apps solutions that has migrated entire state governments to Google Apps for Government (GAFG) versus other vendors who have migrated an agency within a state. Tempus Nova has worked with Google's largest government and commercial clients to move large enterprises to the cloud. We have migrated over 1 Million users to Google Apps. To date, no other organization has migrated more users to Google Apps than Tempus Nova.

Our expertise in migrating state governments to the Google solution is unparalleled. We were awarded multiple state and federal contracts as part of a competitive bid and RFP release. We were chosen as the sole source vendor for the first state to migrate to Google Apps (Wyoming) as part of a competitive bid. We were also awarded sole source contracts and successfully completed transitions to Google Apps for the states of <u>Utah</u> and <u>Colorado</u>. All of these state governments had complex technical environments; high project visibility and political challenges; and similar migration challenges to the State of Iowa -- multiple on-premise systems, segregated environments by agency, and stringent standards for security and compliance. Tempus Nova has completed all of these transitions to GAFG within budget and schedule, adhering to the agency's security requirements. We were also able to work successfully with the individual agency stakeholders to create a unified transition experience within these states. **No other Google vendor can offer the same level of relevant experience to the State of Iowa**.

We have been in business since 2001 and operating successfully for over 13 years. We are a trusted Google **Premier** Partner, a Google Cloud Transformation Partner, a Microsoft Certified Gold Business Partner, an IBM Premier Partner, and our employees are certified in Google, Microsoft, and IBM technologies. We are an esteemed member of Google's Partner Advisory Board (PAB) which was established to institute best practices and provide guidance to other Google partners.



Most importantly, we have been working with Google for almost as long as the Google Apps solution has been available to the enterprise. When we started transitioning large enterprises to Google's cloud, we were one of only two vendors Google used on large projects. We teamed with the other vendor on many of those large projects to provide technical expertise and in most cases, to manage and staff the entire project. As a result of our long association with Google and our unmatched experience, we have unparalleled relationships within Google which enables us to obtain **dedicated Google resources** on our projects and quickly resolve issues that may arise by having a direct line to the cloud solution provider.

Tempus Nova has thoroughly reviewed the State's RFP. Throughout our response, we took great care to demonstrate our team's capabilities and experience. We have proposed a solution that is cost efficient, easy to implement, and meets the requirements outlined in the RFP. We hope this attention to detail provides the State with confidence in our team's ability to implement and manage the State's Email & Productivity Application Services project. We are a Responsible Contractor submitting a Responsive Proposal which will provide the best value to the State.

Per the RFP, I am certifying that I am an individual authorized to legally bind Tempus Nova and as such, I have signed the transmittal letter. Tempus Nova looks forward to the opportunity to review our solution and approach as part of the vendor demonstrations. Should you have any questions regarding this proposal, please do not hesitate to contact me at (303) 900-8564 or by email at didi@tempusnova.com. Tempus Nova and Google are excited to provide our response and look forward to supporting the State of Iowa.

Regards,

Didi Dellanno President & CEO Tempus Nova, Inc.

Notes:

Tempus Nova hereby acknowledges all amendments to the RFP, including:

• Amendment #1, April 30, 2014



Treatment of Confidential Information:

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.

The confidential data on the pages of this proposal have been redacted. For any inquiries regarding the confidential status of materials, please contact:

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

Table of Contents

TRANSMITTAL LETTER	2
ATTACHMENT #3 CONTRACTOR REQUIREMENT CHECK LIST	8
1. EXECUTIVE SUMMARY	9
1.1 INTRODUCTION	9
1.2 PROPOSAL OVERVIEW	10
1.3 RECOMMENDED SOLUTION	10
1.3.1 GOOGLE APPS FOR GOVERNMENT (GAFG)	11
1.3.2 GOOGLE VAULT	14
1.3.3 GOOGLE MESSAGE ENCRYPTION (GME)	16
1.4 RECOMMENDED TRANSITION APPROACH	17
1.5 PROJECT MANAGEMENT	17
1.6 CHANGE MANAGEMENT	18
1.7 TRAINING	18
1.8 SUPPORT	18
1.8.5 GOOGLE STANDARD SUPPORT	18
1.9 Security & Compliance	21
1.9.1 SECURITY CERTIFICATIONS	21
2. SPECIFICATIONS & TECHNICAL REQUIREMENTS	22
2.1 MANDATORY TECHNICAL REQUIREMENTS (PASS/FAIL)	22
2.1.1 EMAIL	23
2.1.2 CONTACT MANAGEMENT	29
2.1.3 CALENDARING & SCHEDULING	30
2.1.4 DATA RETENTION	31
2.1.5 E-DISCOVERY	32
2.1.6 TECHNICAL SOLUTION ADMINISTRATION	32
2.1.7 INTEGRATION	33
2.1.8 ACTIVE DIRECTORY INTEGRATION	33
2.1.9 COMMUNICATION & GATEWAY SERVICES	34
2.1.10 MIGRATION	35
2.1.11 VENDOR COMPETENCY	37
2.1.12 Solution Administration	41
2.1.13 SECURITY COMPLIANCE	44
2.1.14 AUDIT	49
2.1.15 DATA BREACH	49

© 2014 Tempus Nova, Inc.

Use or disclosure of information contained on this sheet is subject to the restriction on the title page of this document.

State of Iowa Response to RFP No. 1214005011 Email & Productivity Application Services



3.1 About Tempus Nova	113
3. VENDOR BACKGROUND INFORMATION	113
2.2.23 PRODUCTIVITY APPLICATIONS	112
2.2.22 COLLABORATION	110
2.2.21 Staffing and Project Management	110
2.2.20 TRAINING	109
2.2.19 TRANSITION OUT	109
2.2.18 REPORTING	108
2.2.17 Service Levels	106
2.2.16 DATA RECOVERY	105
2.2.15 Data Breach	105
2.2.14 AUDIT	104
2.2.13 SECURITY/COMPLIANCE	103
2.2.12 Solution Administration	99
2.2.11 VENDOR COMPETENCY	99
2.2.10 MIGRATION	93
2.2.9 Communication & Gateway Services	83
2.2.8 Active Directory Integration	81
2.2.7 INTEGRATION	79
2.2.7 TECHNICAL SOLUTION ADMINISTRATION	77
2.2.5 E-DISCOVERY	74
2.2.4 DATA RETENTION	73
2.2.3 CALENDARING & SCHEDULING	68
2.2.2 CONTACT MANAGEMENT	66
2.2.1 Email	62
2.2 SCORED TECHNICAL REQUIREMENTS	62
2.1.23 PRODUCTIVITY APPLICATIONS	59
2.1.22 COLLABORATION	55
2.1.21 Staffing & Project Management	55
2.1.20 TRAINING	55
2.1.19 TRANSITION OUT	54
2.1.18 REPORTING	53
2.1.17 Service Levels	52
2.1.16 DATA RECOVERY	51

3.1.1 ACCREDITATIONS & AREAS OF EXPERTISE	114
3.2 PREFERENCE FOR INSTATE VENDORS	115
3.3 VENDOR CONTACT INFORMATION	115
3.4 BUSINESS ENTITY & INCORPORATION INFORMATION	116
3.5 NUMBER OF EMPLOYEES	116
3.6 TYPE OF BUSINESS	116

© 2014 Tempus Nova, Inc. Page vi of viii Use or disclosure of information contained on this sheet is subject to the restriction on the title page of this document.

State of Iowa Response to RFP No. 1214005011 Email & Productivity Application Services	
3.7 Vendor Contact Information	117
3.8 SUBCONTRACTOR CONTACT INFORMATION	117
3.9 VENDOR ACCOUNTING FIRM	117
3.10 IOWA VENDOR REGISTRATION	117
4. FINANCIAL INFORMATION	118
4.1 FINANCIAL STATEMENTS	118
4.2 FINANCIAL REFERENCES	118
5. TERMINATION, LITIGATION, DEBARMENT	118
6. CRIMINAL HISTORY & BACKGROUND INVESTIGATION	119
7. ACCEPTANCE OF TERMS & CONDITIONS	119
8. CERTIFICATION LETTER	119
9. AUTHORIZATION TO RELEASE INFORMATION	123
10. FIRM PROPOSAL TERMS	126



Attachment #3

Contractor Requirement Check List

REP SECTION & REFERENCE		Response Included			
ľ		Yes	No		
3.	(1) Original, (1) Digital, and (1) Copy of the Bid Proposal	Yes		Technical Proposal Envelope/Box	
3.	One (1) Public Copy with Confidential Information Excised (if applicable)	Yes		Technical Volume Envelope/Box	
3.	Transmittal Letter	Yes		Transmittal Letter	
3.	Executive Summary	Yes		Section 1 Executive Summary	
3.	Specifications and Technical Requirements	Yes		Section 2 Specifications and Technical Requirements	
3.	Vendor Background Information	Yes		Section 3 Vendor Background Information	
3.	Financial Information	Yes		Section 4 Financial Information	
3.	Terminations	Yes		Section 5 Termination, Litigation, Debarment	
3.	Acceptance of Terms and Conditions	Yes		Section 7 Acceptance of Terms and Conditions	
3.	Certification Letter	Yes		Section 8, Attachment #1 Certification Letter	
3.	Authorization to Release Information	Yes		Section 9, Attachment #2 Authorization to Release Information	
3.	Firm Proposal Terms	Yes		Section 10 Firm Proposal Terms	
4.	Mandatory Requirements	Yes		Section 2.1 Mandatory (Pass/Fail) Technical Requirements	
4.	Scored Mandatory Requirements	Yes		Section 2.2 Scored Technical Requirements	
	 (1) Original, (1) Digital, and (1) Copy of the Cost Proposal (Attachment #4) 	Yes		Cost Proposal Envelope	



1. Executive Summary

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.

1.1 Introduction

Tempus Nova, Inc. and Google are pleased to submit this response to the State of Iowa Department of Administrative Services. We have thoroughly reviewed the State's RFP 1214005011 for Email & Productivity Application Services. We understand and agree to the terms and conditions of the RFP including the contract provisions in Section 6 of the RFP. We will support Iowa's desired migration to a new solution through our proven program management practices, our comprehensive change management and training strategies, our mature migration tools and processes, and our overall best practice approach for a successful transition. Tempus Nova has thoroughly reviewed the requirements for email and productivity application services and addressed the State's specifications for:

- Email
- Contacts
- Calendar
- Data retention
- eDiscovery
- Technical solution administration
- Integration
- Active Directory integration
- Communication and gateway services
- Migration
- Vendor competency
- Solution administration

- Security and compliance
- Audits
- Data breaches
- Backups and disaster recovery
- Service Levels
- Reporting
- Transition out
- Training
- General responsibilities
- Staffing and project management
- Collaboration
- Productivity applications

Tempus Nova recommends <u>Google Apps for Government</u> (GAFG) for email and productivity application services, and <u>Google Vault</u> as a viable email, eDiscovery, and archive solution. Google Apps offers the State a comprehensive, scalable, mature, enterprise-ready email solution that will enable lowa to:



- Significantly lower the cost of ownership of the current email systems.
- Stabilize IT costs across the State to ensure budgets are more accurately planned.
- Provide the State with a comprehensive email and productivity solution.
- Consolidate disparate systems and centralize information in order to become more effective and efficient.
- Unify multiple technology platforms operating at varying costs.
- Streamline communication and collaboration by providing all State employees with the same high level of communications and collaborative services.
- Reduce IT administration and support.
- Eliminate mandatory upgrades and maintenance.
- Deploy an integrated system that is highly secure, reliable and scalable.
- Eliminate the cost of recurring large training efforts associated with upgrading the State's email systems every few years.
- Provide the State with an option to centralize services for IT operation, management and administration.
- Enable the State to significantly reduce their existing Microsoft Office licenses at the next renewal term to achieve even greater cost savings.

Google and Tempus Nova are committed to lead the State of Iowa on a journey from a traditional, on-premise environment to a world of accessing people and information using any device, anywhere, at any time via a government only, US based cloud. We are pleased to share our approach for how we intend to meet the State's requirements for email services. Our recommended solution Google Apps for Government goes beyond just email and provides advanced communication and collaboration tools to keep the State's systems at the forefront of innovation so the solution chosen today will continue to provide advantages in the future.

1.2 Proposal Overview

Tempus Nova has thoroughly reviewed the State's RFP. We have given careful consideration and provided thoughtful responses. Section 1.3 of our proposal describes the *what*, whereas Section 1.4 of our proposal describes the *how*.

[THIS SECTION HAS BEEN REDACTED]

1.3 Recommended Solution

Tempus Nova recommends <u>Google Apps for Government</u> (GAFG) to the Department Of Administrative Services to enable simplification of the State's IT operating environment and facilitate a more optimized focus of IT projects. By deploying a Google solution, State resources can be allocated away from email system maintenance to more business critical applications which will change the way information is shared and decisions are made. A Google solution will **remove the traditional barriers** that prevent the State from collaborating internally with other



agencies. End users will have virtually **unlimited storage** space for email, calendar, contacts and documents. It will **reduce the support burden** of running thick desktop clients and the administrative overhead of maintaining and upgrading higher cost systems.

The State will benefit from being more nimble, more transparent to its constituents (the taxpayers), and operating at a much lower cost. The Department Of Administrative Services will be able to lead the way for neighboring states and agencies to adopt the most current technology without the risks and price tag of a new technology investment.

A Google solution will result in an **essential and sweeping change** throughout the State. Costs will be dramatically reduced, a substantial number of man hours will be liberated, resources will be empowered and focused on solving business problems rather than maintaining systems that need to be regularly upgraded. IT resources will no longer need to deploy patches; manage updates; handle security issues; respond to growing needs for more storage and conduct massive training efforts associated with those upgrades. Google applications evolve organically and iteratively so the State will have the benefit of **Google's constant stream of innovation** without the hefty price tag other vendors such as Microsoft, IBM and Novell charge for product upgrades. This vision for the State is based on technology that is available today. The delivery infrastructure of newly added features consists of an "on-demand" model designed for the Cloud. Other vendors have retrofitted their existing messaging and collaboration applications to be more "Cloud-like," whereas Google has purpose-built their solution to enable organizations to instantly scale based on real time usage.

[THIS SECTION HAS BEEN REDACTED]

1.3.1 Google Apps for Government (GAFG)

GAFG is a hosted solution which requires no hardware or software to be bought or installed. GAFG includes a suite of applications that can be individually branded to include logos, icons, trademarks, privacy or compliance footers. GAFG **excludes advertising** which is turned off and guarantees a 99.9% uptime via an SLA together with enhanced email security, anti-spam and anti-phishing tools. GAFG includes the following integrated suite of applications:





Google Mail (Gmail): A web based email system that enables users to access information even while "offline" when an Internet connection is not available. Gmail includes 30 gigabytes of storage space per account to enable users to keep their emails rather than deleting or archiving them to avoid reaching mailbox quotas. The ability to retain a historic record of emails allows users to fully leverage Google's innovative search tools. Gmail provides flexible ways to organize messages using Stars, Labels and Filters; an integrated instant messaging feature accessible from the browser so employees can quickly communicate from any computer without additional software; and full mobility so mobile users can access the same information from most devices such as BlackBerry, iPhone, iPad, Android, Windows Mobile, Palm and other smart phones.



Google Calendar (Gcal): Google Calendar enables users to quickly and efficiently schedule meetings, reserve resources like projectors and conference rooms, manage agendas, create and overlay multiple calendars, delegate calendar management, share or make private their calendar to others in the organization, share or make private specific events on their calendar, access other people's calendars and schedules, access information while offline, and perform mobile calendar synchronization. Gcal makes it easy for users to organize schedules, share information, set up meetings or view agency-wide events.



Google Drive & Google Docs: Virtual storage in the cloud with 30 gigabytes of free storage per user (shared with Gmail) together with a real time collaboration suite of 100% web based applications that include Documents, Spreadsheets, Presentations, and Drawings. Users can collaborate with each other in real time and work together on the same document simultaneously. Google docs includes all the efficiency and benefits of real time collaboration and sharing versus individual productivity tools that force users to work in silos of one or limit collaboration to check in/check out functionality. Users can upload Word, Excel, PowerPoint and most image files and convert them to Google Docs, and vice versa. File types such as PDFs can be shared as links. Users have full control of sharing, viewing and collaboration rights at the document or folder level. The offline feature for Google Docs enables users to stay connected to information even when an internet connection is not available.



Google Sites (Sites): Includes easy to use templates and web pages that enable organizations to easily create intranets and team sites. Google Sites is a comprehensive, easy to deploy/use, cost effective replacement for SharePoint. Users can quickly and easily embed videos, images and gadgets to Google sites. No coding, technical skills or IT intervention is required to create a Google site.

FISMA Compliance With FISMA (Moderate): Google is proud to be the first Cloud provider in the industry to complete FISMA certification for a multi-tenant cloud application. Google Apps has received an authority to operate (ATO) at the FISMA-Moderate level and was sponsored by the GSA. An independent auditor assessed the level of operational risk as Low and Google's FISMA documentation is available for review upon request at Google's office.



ISO 27001 Certification: Google Apps has earned ISO 27001 certification. ISO 27001 is one of the most widely recognized, internationally accepted independent security standards and Google has earned it for their systems.



Web Security: Enables enterprises to block web based security threats and manage web access. By default, all Google products and services use HTTPS/SSL encryption. Additionally, Google supports TLS-encryption for mail as well as certifications from SSAE 16 Type II and the Cloud Security Alliance.



Google Groups: Includes Administrator created groups, user-created groups, mailing lists, easy content sharing, and searchable archives.



Anti-Spam & Anti-Virus Protection: Advanced spam, phishing, malware and virus protection that enables enterprises to eliminate third party provider costs for similar services. This includes inbound and outbound spam and virus filtering, content policy management and transport layer security.



Authentication: Native two-factor verification and support for SAML 2.0 based single sign-on (SSO) systems to enable organizations to integrate Google Apps with existing authentication solutions.





Mobility: Mobile device synchronization for BlackBerry, iPhone, iPad, Android, Palm, Windows, and other mobile devices. The Google Apps platform is device agnostic and supports secure access to data, anywhere, anytime, using any authorized device. In most cases, Google's FREE mobile device management (MDM) system which is included in the license price, can replace more expensive mobile management solutions.



Labs: Additional features that extend the core product functionality and enables organizations to use the latest features and gadgets without waiting years for the next product release.



Offline Access: Access to email, calendar and docs without the use of an internet connection.



Google+: A professional networking tool built for the enterprise. Google+ enables users to share comments, status, links and photos with the right circles. "Hangouts" enables as many as 15 connections such as people or conference rooms to video chat simultaneously and replaces higher cost web conferencing solutions such as WebEx, GoTo Meeting, and Adobe Connect. Google Communities enables organizations to create, share, collaborate, and connect with specific groups of people with the same interests. Google+ provides fast, simple group chat and screen sharing. These features and more are just the beginning of the Google + professional networking solution.



Administration: A single administrative console that enables authorized users to configure domain settings such as compliance footers and privacy notices, manage service settings, create organizations and users, manage domains and subdomains, and access usage and statistical reports.



Reliability: 99.9% uptime service level agreement (SLA) guarantee, with historical performance far greater than this threshold.



Support: 24/7 online, telephone and incident management support as part of the core product.

1.3.2 Google Vault





Tempus Nova recommends <u>Google Vault</u> as a viable replacement to the State of Iowa's on premise Symantec Vault eDiscovery solution. Google Vault (referred to as "Vault" in this section) meets Iowa's data retention and eDiscovery requirements as described in section 4.2.4, 4.2.5, 4.3.4, and 4.3.5 of the RFP. The

solution can be deployed to all state users or just to a portion of users in the domain. Vault manages the single instance of data at rest without having to copy it to a different location risking data corruption. Vault is a hosted service that manages email retention and provides organizations with a complete, secure email archive with search and recovery tools. Vault enables administrators to set granular retention policies and perform searches based on sender, recipient, cc, bcc, and, or, not, wildcard, date, time, message body content, sender, recipient, text within attachments, wildcard, date, time, search within results, and more. Vault supports eDiscovery functions such as legal hold, retrieve, and export functions; the ability to filter results, save search results and search for data across all accounts within a domain. Vault is a secure service that provides comprehensive email archiving, cost-effective email management, and offers significant advantages over on premise archiving including the ability to:

- Manage, archive and preserve data to help protect organizations.
- Search, find and preserve electronic information and label information.
- Find and preserve data to respond to unexpected claims, lawsuits or investigations.
- Recover and restore lost or deleted email.
- Extended management and information governance capabilities to proactively archive, retain and preserve data.
- Comply with regulations regarding email retention.
- Access emails in response to a litigation, probative effort or other investigation.
- Create a centralized and searchable email repository across the organization.
- Quickly search across the entire archive to find emails and save search sets.
- Set central email policies to manage content, compliance and retention requirements.

Vault provides management, IT, legal and compliance users a systemized, repeatable and defensible platform that reduces the costs and risks associated with doing business. Vault is hosted in the cloud and built on the software as a service (SaaS) model, so there is no need to forecast or plan for future storage needs. Google's secure and redundant data centers keep messages protected and backed up, removing the risk of loss due to onsite server failure. **Data ownership remains with the State so the government retains control over its information.** Email is automatically captured in an immutable archive so organizations do not have to worry about disk space, storage quotas, retention policies, or chain of custody concerns.

Vault captures all sent and received messages regardless of whether or not a user has deleted or otherwise tampered with messages (backup systems merely take a snapshot of email storage



at a certain point in time and do not capture messages that may have been sent and then deleted during the interim). Vault allows specific policies to be set around message retention time periods and enables authorized users to quickly search across all user's email for specific items or phrases that may violate corporate, industry, statutory, compliance, regulatory or legal requirements to ensure proprietary information remains confidential and stays within the State's domain.

Vault is built on the same modern, 100% web-based architecture as Google Apps. Unlike traditional solutions, it does not require a complex and costly IT environment, and can be deployed quickly. Vault brings the security, ease-of-use, and reliability of Google Apps to information governance. It can help meet the sophisticated requirements of state governments and makes advanced eDiscovery capabilities available today.

The Google Vault solution is tightly integrated with Google Apps and provides the appropriate functionality to meet and exceed the State's needs. Additionally, the Google roadmap for Vault in 2014 will include the ability for governance and eDiscovery of the Google Drive and Docs services.

1.3.3 Google Message Encryption (GME)

Google offers <u>Google Message Encryption (GME)</u>, an additional product that provides ondemand message encryption for organizations who wish to augment Google's existing standard encryption services. By default, the GAFG services are HTTPS and TLS encrypted. GME can be deployed to all state users or just to a portion of users in the domain. The service is built on <u>ZixCorp</u> technology and provides organizations with the ability to securely communicate with internal and external business partners and customers using an encryption service. GME is a policy-based solution that enables organizations to send encrypted email to any recipient.

The main difference between the standard level of protection in Google Apps and GME is that Google Apps enables policy-enforced TLS (domain-level), while GME enables end-to-end encryption from user to user as well as more granular policy control. Google Apps ensures transport-level encryption (between email servers) and GME ensures content-level encryption (so the actual message is encrypted, and without a key, a user cannot access it, hence, limiting the endpoints of potential exposure).





Google Message Encryption

1.4 Recommended Transition Approach

To migrate State users to Google Apps, Tempus Nova recommends **a phased approach** which is endorsed by the Google Deployment Team as a best practice and results in a more successful transition to the GAFG solution. We have used this approach with success in the states of Wyoming, Utah, and Colorado. We have also used this approach on other complex deployments such as the U.S. General Services Administration (GSA – 17,500 users), the National Oceanic and Atmospheric Administration (NOAA – 24,000 users), the Department of Energy-Idaho National Laboratory (DoE-INL – 5,400 users), Costco Wholesale Corporation (+50,000 users), Kohl's Department Stores (24,000 users), Avery Dennison Corporation (+21,000 users), and many others.

By separating the deployment into **three targeted phases**, the State can significantly reduce risk; lower the cost of deployment in the areas of migration, training, change management and support; and optimize the user experience. The first two phases serve as a Proof of Concept (pilot) and Dress Rehearsal. Tempus Nova recommends three well planned migration phases, each addressing a specific group of users: Core IT, Early Adopters, and Remaining State Users. The three transition phases are described in the following section.

[THIS SECTION HAS BEEN REDACTED]

1.5 Project Management

[THIS SECTION HAS BEEN REDACTED]



1.6 Change Management

[THIS SECTION HAS BEEN REDACTED]

1.7 Training

[THIS SECTION HAS BEEN REDACTED]

1.8 Support

[THIS SECTION HAS BEEN REDACTED]

1.8.5 Google Standard Support

Included in the cost of the Google Apps for Government licenses, Google provides standard 24x7x365 global support to customers. Google provides unparalleled 24x7x365 global email and telephone support to customers at no additional charge. Google provides global access to help center and phone support for customers on a 24x7x365 basis including holidays. P1 Priority support Requests are responded to with a target initial response time of one hour and are responded to 24 x 7.

Support includes the terms in the Google Apps service level agreement (SLA), a best-in-breed contractual guarantee to enterprises of uptime equaling at least 99.9% (with actual uptime and service availability much higher in 2012 and 2013. Google is the only solution provider to publish a public Apps Status Dashboard that lists near real time service availability for each of the GAFG applications. The following types of standard support types are available and included in the GAFG licenses:

- 24/7x365 phone and email support through the Enterprise Support Portal for critical issues.
- 99.9% uptime guaranteed via the SLA.
- Synchronous replication.
- Self-service online support.

1.8.5.1 Level 1, 2 & 3 Incidents

Google offers the following incident levels in the Enterprise Support Portal:

P1 VERY HIGH IMPACT - Product/Service Unusable in Production. Examples are as follows:

- Customer losing substantial business, revenue or customers.
- Production from mission critical solution halted.
- Large pool of resources idled.
- Unable to meet business commitments on a large scale.
- Threats of litigation, negative press or publicity.
- Regulatory compliance in jeopardy.
- Senior executives directly engaged in support requests.



P2 HIGH IMPACT - Use of Product/Service Severely Impaired. Examples are as follows:

- Significant feature or function degraded.
- Project halted pending resolution.
- Tedious manual workarounds required to sustain operations.

P3 MEDIUM IMPACT - Use of Product/Service Partially Impaired. Examples are as follows:

- Feature or function not working as expected.
- User or users affected but able to perform role.

1.8.5.2 Response Times

Google provides access to help center and phone support for customers on a 24 x 7 basis based on the <u>Google Apps Technical Support Services Guidelines</u>. P1 Priority support requests are responded to with a target initial response time of one hour and are responded to 24 x 7. If contact is made for a P1 Priority support request on a weekend or applicable holiday, a phone call is needed to trigger a return support response. P2 & P3 Priority support requests are responded to during business hours of the location to which the requests are assigned. P2 Priority support Requests will be responded to with an initial target response time of 1 business day or less. Incidents may be submitted via the Google's Enterprise Support Portal which is available 24x7 year-round. Google's End User and Admin Help centers are also available 24x7 year-round. Any failure to meet incident response guidelines is considered a breach of the agreement.

1.8.5.3 Standard 24/7 Phone Support

Google offers free standard telephone support on a 24/basis.

1.8.5.4 Google Apps Service Level Agreement (SLA)

During the Term of the applicable Google Apps Agreement (the "Agreement"), the Google Apps Covered Services web interface will be operational and available to Customer at least 99.9% of the time in any calendar month (the "Google Apps SLA"). If Google does not meet the Google Apps SLA, and if Customer meets its obligations under this Google Apps SLA, Customer will be eligible to receive the Service Credits described below. This Google Apps SLA states Customer's sole and exclusive remedy for any failure by Google to meet the Google Apps SLA.

Definitions. The following definitions shall apply to the Google Apps SLA.

<u>"Downtime"</u> means, for a domain, if there is more than a five percent user error rate. Downtime is measured based on server side error rate.

<u>"Downtime Period"</u> means, for a domain, a period of ten consecutive minutes of Downtime. Intermittent Downtime for a period of less than ten minutes will not be counted towards any Downtime Periods.



<u>"Google Apps Covered Services"</u> means the Gmail, Google Calendar, Google Talk, Google Docs, Google Groups and Google Sites components of the Service. This does not include the Gmail Labs functionality, Google Apps – Postini Services, Gmail Voice or Video Chat components of the Service.

"Monthly Uptime Percentage" means total number of minutes in a calendar month minus the number of minutes of Downtime suffered from all Downtime Periods in a calendar month, divided by the total number of minutes in a calendar month.

"Scheduled Downtime" means those times where Google notifies Customer of periods of Downtime at least five days prior to the commencement of such Downtime. There will be no more than twelve hours of Scheduled Downtime per calendar year. Scheduled Downtime is not considered Downtime for purposes of this Google Apps SLA, and will not be counted towards any Downtime Periods.

<u>"Service"</u> means the Google Apps for Business service (also known as Google Apps Premier Edition), Google Apps for ISPs service (also known as Google Apps Partner Edition), or Google Apps for Education service (also known as Google Apps Education Edition) (as applicable) provided by Google to Customer under the Agreement.

"Service Credit" means the following:

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

<u>Customer Must Request Service Credit.</u> In order to receive any of the Service Credits described above, Customer must notify Google within thirty days from the time Customer becomes eligible to receive a Service Credit. Failure to comply with this requirement will forfeit Customer's right to receive a Service Credit.

<u>Maximum Service Credit.</u> The aggregate maximum number of Service Credits to be issued by Google to Customer for any and all Downtime Periods that occur in a single calendar month shall not exceed fifteen days of Service added to the end of Customer's term for the Service. Service Credits may not be exchanged for, or converted to, monetary amounts.

<u>Google Apps SLA Exclusions.</u> The Google Apps SLA does not apply to any services that expressly exclude this Google Apps SLA (as stated in the documentation for such services) or any performance issues: (i) caused by factors described in the "Force Majeure" section of the Agreement; or (ii) that resulted from Customer's equipment or third party equipment, or both (not within the primary control of Google).



1.9 Security & Compliance

The Google Apps for Government solution is composed of a multi-layered security strategy at the data storage, access, and transfer layers. Google's revolutionary architecture represents a paradigm shift in data privacy, security, reliability, and resiliency, and virtually unlimited scalability, processing data for millions of users. It runs in a true cloud environment that distributes customer data among a shared infrastructure composed of many homogeneous servers in multiple data centers. Every action taken in Google Apps is simultaneously replicated in at least two data centers which are geographically separated by at least 500 miles.

Google's privacy policy allows the State to manage data ownership in accordance with its own policies. The GAFG solution complies with all mandatory State security regulations. The Google Apps solution includes a number of data privacy certifications including the United States Safe Harbor Privacy Principles of Notice, Choice, Onward Transfer, Security, Data Integrity, Access and Enforcement, and is registered with the U.S. Department of Commerce's Safe Harbor Program.

1.9.1 Security Certifications

Google has earned <u>ISO 27001</u> certification, one of the most widely recognized, internationally accepted independent security standards for their Google Apps systems, technology, processes and data centers. Compliance with the ISO standard was certified by Ernst & Young CertifyPoint, an ISO certification body accredited by the Dutch Accreditation Council, a member of the International Accreditation Forum (IAF). Certificates issued by Ernst & Young CertifyPoint are recognized as valid certificates in all countries with an IAF member.

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

Google has also acquired FISMA Certification and Accreditation at the FISMA moderate level by the GSA. Google is the ONLY Cloud based provider to acquire FISMA certification for their Google Apps cloud messaging solution. A copy of the Google's FISMA Authorization Letter from the GSA is available upon request. Google also complies with many Federal standards and industry practices including:

- The Privacy Act of 1974
- The NIST 800 Series (primarily including, but not limited to NIST 800-53, 800-53A, 800-115, 800-37, 800-34, 800-61, 800-14, 800-70, 800-60, 800-26)
- FIPS, primarily including FIPS 199, FIPS 200, and FIPS 140-2, etc.



- The Federal Managers Financial Integrity Act of 1982 (FMFIA)
- The Inspector General (IG) Act of 1978
- OMB Circulars 130 & 123
- Homeland Security Presidential Directive 12 (HSPD-12)

In Section 2.1.13 and 2.2.13, we outline the GAFG solution's adherence to Iowa's security standards.

2. Specifications & Technical Requirements

Section 2 of Tempus Nova's proposal lists the State's specifications and technical requirements together with our detailed answers. In addition to our section headings, we have listed the State's original's requirement ID number with each of our answers for ease of reference. Section 2 of our proposal is organized as follows:

- Section 2.1: Contains the State's Mandatory Requirements together with our answers.
- Section 2.2: Contains the State's Scored Requirements together with our answers.

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.

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 <u>X</u> NO (DISQUALIFIED)

2.1 Mandatory Technical Requirements (Pass/Fail)

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 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 Agency may reject the Proposal.

2.1.1 Email

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.

Yes. Google Apps includes a robust email solution with the ability to compose, format, send, receive, add, and download attachments. Gmail supports a variety of industry standards including; MAPI, IMAP, POP, ActiveSync, Blackberry BES and SAML. Users may attach files to Gmail up to 25MB in size. Gmail is available with just a modern web browser and an internet connection. The solution requires no client software on the user desktop and user experience is virtually the same across all devices and locations.

Gmail Additional Features

In Gmail, users enjoy the following additional feature benefits:

1. **Integrated Applications:** Access to other Google applications with one click from the top right navigation menu.



2. **Multiple/Delegate Accounts:** Users can easily identify who they are logged in as. Users who have delegate access to other accounts can access those accounts simply by clicking their name, expanding the drop-down menu and selecting the alternate account for which they would like to access.





3. **Branding:** The ability for the State and agencies to individually brand their user interface by uploading a corporate logo from the administrative control panel. Advertising, as featured in consumer Gmail, is disabled for government domains.



4. **Search:** Google search is built into every user interface and is featured in the same location on all applications so users can quickly find information by typing a search word or phrase. Google's search architecture is the most powerful in the industry and results are returned in milliseconds.

Search All Mail 💠		>
From		
1		
То		
Subject		
Has the words		
Doesn't have		
Has attachment		
Don't include chats		
Size greater than \$	MB ‡	
Date within 1 day \$ of		
8		

5. **Refresh:** Google automatically refreshes user data every minute. Users can manually refresh data by clicking the Refresh button.



6. **Message Count:** Google provides a message count so users know exactly how much mail is in their inbox at all times.

-	Unread	1-25 of 29	•
-	Drafts	1–2 of 2	•
-	Follow Up	1–25 of 283	•
-	Everything else	1–17 of 17	•

7. **Settings:** The Settings menu is where users personalize their Gmail experience based on their productivity goals. Google provides users the ability to select productivity options such as Labs that correspond to their individual preferences.

State of Iowa Response to RFP No. 1214005011 **Email & Productivity Application Services**



Settings	
General Labels Inbox Accounts ar	nd Import Filters Forwarding and POP/IMAP Chat Labs Gadgets Offline Themes Keyboard Shortcuts
Language:	Tempusnova.com Mail display language: English (US) Change language settings for other Google products
	Enable input tools - Use various text input tools to type in the language of your choice - Edit tools - Learn more
	Right-to-left editing support off Right-to-left editing support on
Phone numbers:	Default country code: United States
Maximum page size:	Show 50 T conversations per page Show 250 T contacts per page
Images:	 Always display external images - Learn more Ask before displaying external images
Default reply behavior: Learn more	 Reply Reply all
Default text style: (Use the 'Remove Formatting' button on the toolbar to reset the default text style)	$\label{eq:sans_series} \begin{array}{c c} \mbox{sans Series} & $
Conversation View: (sets whether emails of the same topic are grouped together)	Conversation view on Conversation view off
Send and Archive: Learn more	 Show "Send & Archive" button in reply Hide "Send & Archive" button in reply
Undo Send:	Enable Undo Send Send cancellation period: 30 • seconds
Preview Pane:	Mark a conversation as read: After 3 seconds 🔻

8. Labels: Labels in Gmail are similar to Folders in other mail programs but are more flexible and offer powerful organizational capability. Because users can associate more than one Label with an email versus filing that email into one single folder, they have unlimited organizational capacity to associate information in a meaningful way (e.g. an email received from "My Manager" can be associated with multiple Labels such as: My Manager, Priority, Project ABC, To Do, Follow Up, Timesheets, and so on).

Awaiting Response	
Follow Up	
Google Drive (2)	
Misc (2)	
Priority	
More -	

9. Gadgets: Users have the ability to add "gadgets" that help them to be more productive. Gadgets are small add-ons or applets. Users can add the calendar gadget to their Gmail user interface to view upcoming meetings right from their Gmail page. Contextual gadgets are a great way to present meaningful information according to individual preferences.

Gadgets	
You have no gadgets installed.	
Add a gadget by its URL:	
	Add

10. Storage: Google Apps includes 30 gigabytes of storage per user per account. Objects stored in Google formats do not count against that storage quota and additional storage can be purchased. Real time consumption information is displayed at the bottom of the Gmail page so users always know how much storage space remains in their account.

0% full	©2014 Google - <u>Terms of Service</u> - <u>Privacy Policy</u> - <u>Program Policies</u>	Last account activity: 20 minutes ago
Using 0.02 GB of your 30 GB	Powered by Google ~	Detail:

© 2014 Tempus Nova, Inc.





11. Login Activity: Users can access account activity and login history which is displayed at the bottom of their Gmail page. This is an important feature for delegated accounts so users always know who/where they are simultaneously logged in.

ctivity on this account		
This feature provides information at concurrent activity. <u>Learn more</u>	bout the last activity on this mail a	ccount and any
This account does not seem to be op hat have not been signed out.	pen in any other location. Howeve	er, there may be sessions
Sign out all other sessions		
Recent activity:		
Recent activity:	Location (IP address) [2]	Date/Time
Recent activity: Access Type [2] (Browser, mobile, POP3, etc.)	Location (IP address) [?]	Date/Time (Displayed in your time zone)
Recent activity: Access Type [2] (Browser, mobile, POP3, etc.) Browser (Chrome) <u>Show details</u>	Location (IP address) [2] * United States (CO) (65.128.60.125)	Date/Time (Displayed in your time zone) 5:18 pm (0 minutes ago)
Recent activity: Access Type [2] (Browser, mobile, POP3, etc.) Browser (Chrome) <u>Show details</u> Browser (Chrome) <u>Show details</u>	Location (IP address) [2] * United States (CO) (65.128.60.125) * United States (CO) (65.128.60.125)	Date/Time (Displayed in your time zone) 5:18 pm (0 minutes ago) 4:55 pm (22 minutes ago)

12. Integrated Chat, Video & Voice Calling: Enables users to send instant messages, voice and video chat, or group chat and includes presence indicators so others know when a user is online and available. Chat is a viable replacement to several VoIP products and is one of the many ways the Google suite of applications empowers users to instantly communicate in large government organizations. The Call Phone feature enables users make phone calls right from their computer or laptop with no software or hardware to install. Many governments and businesses use the call phone feature as a way of reducing corporate telephone charges both domestically and internationally.



13. **Preview Pane:** The preview pane enables users to view the contents of an email right from their inbox.



14. **Translation Tools & Personal Dictionary:** Gmail enables users to instantly translate messages into 80 languages and leverage a personal dictionary for spelling.





15. **Indicators:** Visual indicators in Google enable users to process information more quickly. Because an auditory signal is processed as an extension of the way data is presented, users are able to be more productive. Quick action buttons have just been added to Gmail so users can reply to calendar invitations and view Google docs right from their email message. Other visual indicators in Gmail include:

Read/Unread: Emails that have not been read by a user are displayed in bold text, while emails that have been read by a user are displayed in regular text (not bold).

 Didi Dellanno
 Unread Email Example - This is how an unread email displays in your inbox.
 Regards, Didi Dellanno didi@tempusnova.com

 Didi Dellanno
 Functional Workshop Agenda (trainer@tempusnova.com) - I've shared an item with you. ECom Functional Workshop Agenda Google Drive

Conversation Threads: Gmail groups email messages that contain the same subject into a single conversation thread. Messages are stacked like a deck of cards starting with the oldest message (original email) on the bottom and the newest email at the top. Users may expand or collapse a conversation thread with a mouse click. Instead of four separate emails, a user receives one combined email with multiple "threads" that together comprise the entirety of an email conversation. The result is increased productivity because mailbox space is maximized (one line item in the mailbox view versus 4 line items) and users no longer have to search for four separate emails in varying locations to retrieve valuable information. Conversation threads may be instantly disabled by the user at any time with a mouse click.



Calendar Invitations: Mail messages differ in appearance from calendar invitations which are visually represented with a calendar icon and contain the word "Invitation" in the subject line. Gmail enables users to act on calendar invitations with quick action buttons via the RSVP drop-down menu.

Didi Dellanno Invitation: Tempus Nova Delivers State of Iowa Proposal @ Mon Jun 2, 2014 10am - 11am (... - more details » Tempus Nova Delivers RSVP 🔻 🗵



Stars: Used to organize messages and color code information (similar to "flags" in other mail programs). Gmail contains many types of stars that provide users with a flexible way to visually represent information which can be enabled with a mouse click from the user's Settings page.

★ 🕞 Jennifer Calderone (Go	og. Jennifer	Calderon	e invite	d you to	join Live	The Way	You Wo	ork on G	Google	- Jenn	ifer invit	ed you	o join Live The Way You Wor	k 🕅
	Drag the sta image.	ars betv	veen t	he list	ts.									
	Presets:	1 star	4 star	rs all s	stars									
	In use:	*	*	*	* *	*	1	**	1	~	i	?		

Attachments: In most cases, the move to Google Apps decreases bandwidth consumption in an enterprise because users are more inclined to share information with links to Google docs versus sending large attachments in email. For those users that receive attachments, they are visually represented with a paperclip icon for ease of reference. Attachments in Gmail may be viewed as HTML so users do not need to have heavy desktop applications installed on their computers to access business critical information.

Lisa Stelzner (Google Do. Example Document - Lisa Stelzner added comments to Example Document Meeting Agenda @ Apr 22

Importance: Google leverages intelligent algorithms that learn from user behavior to indicate the importance level of an email. The algorithm learns over time what emails are important to an individual user by the action that user takes on messages. The importance flag is displayed as a visual indicator and users can promote or demote the importance level of a message as desired. Users can enable or disable this feature in Gmail.

7	Toni Teacher	Quarterly Review - Is everyone available for a quick meeting tom	orrow to review our goals for the quarter?	Apr 1
Import Click to	ant because you marke o teach Tempusnova.co	ed it as important. m Mail this conversation is not important.		

Date/Time: Gmail displays the date and time stamp of messages in a dynamic user friendly way. Messages received in the same day are displayed with a time stamp (9:34am). Messages older than 24 hours are displayed with a month and day (Aug 15). Messages received in the previous calendar year are displayed as a full date (12/17/2012). Users can mouse over any iteration of a date to see the full date and time a message was received.

4:17 pm	
May 24	
11/22/13	



State of Iowa Response to RFP No. 1214005011 Email & Productivity Application Services

Mail -		•	C	More *			
COMPOSE		 Unread 				1-	15 of 15 💌
Inbox (15)			Jennifer Cal	Iderone	Meeting Example - Are you available to meet today at 3pm? Jennifer Calderone Tempus Nova, Inc. Director, Business		May 20
Starred			Trainer One	(Google Driv.	Google Drive: Marketing Demos (marketingteam@thtrainingtest2.com) - I've shared an item with you. Marketing Demos Google Drive: create, share, and F		May 20
Chats			Paul Bahl (G	oogle Docs)	Example Document - What is our budget? - Paul Bahl added a comment to Example Document Paul Bahl trip What is our budget? You received this	e	Apr 29
Sent Mail Drafts (1)			Google Cale	endar	Reminder: Review Reports @ Tue Apr 22, 2014 4pm - 5pm (Google Trainer) - more details » Review Reports Are there clear objectives for the upcoming n		Apr 22
All Mail			Lisa Stelzne	r (Google Do.	Example Document - Lisa Stelzner added comments to Example Document Lisa Stelzner Meeting Agenda What time should we	-	Apr 22
Circles			Trainer One	(Google Driv.	Google Drive Example Marketing Shared Folder (marketingteam@thtrainingtest2.com) - I've shared an item with you. Example Marketing Shared Folder		Apr 22
Awaiting Response	з.		Trainer3 J	eremy (5)	Conversation Threads - Helio all! 'Please reply to all' and tell why you like Conversation Threads! Thank you!		Apr 1
Google Drive (2)			Toni Teache	er	Quarterly Review - Is everyone available for a quick meeting tomorrow to review our goals for the quarter?		Apr 1
Misc (2) Priority	5		Gary Wegne	r	Attachments to Drive - You can now save your attachments from Gmail to Drive or download them instantity! Gary Wegner Tempus	e	11/22/13
Less -	_		Jennifer Cal	lderone (Goog.	Jennifer Calderone invited you to join Live The Way You Work on Google+ - Jennifer invited you to join Live The Way You Work Jennifer Calderone: Invit	8"	6/18/13
Trash			Google+ tea	im	Google+, Google+, and 4 others shared with you on Google+ - Hi Tempus Nova! Here's the week's top content. Recent posts from your circles View all rece		4/25/13
Manage labels			Jennifer Cal	Iderone	Filter Example - Jennifer Calderone Tempus Nova, Inc. Director, Knowledge Management Google Apps for Education		4/8/13
Create new label			Joseph Dell	anno (Google .	Text Document Example - Joseph Delianno added comments to Text Document Example Joseph Delianno I do want to confirm this	e	1/28/13
			jennifer@te	mpusnova.com	jennifer@tempusnova.com has shared a calendar with you - Helio trainer@tempusnova.com, We are writing to let you know that jennifer@tempusnova.cor		4/4/11
			Tempusnov	a.com Team	Jennifer has granted you access to their Tempusnova.com account accept or deny? - Hi Google, Jennifer Calderone has granted you access to read		4/4/11
		 Follow Up 	þ				1–1 of 1 💌
			Jennifer Cald	erone	FollowUp Priority Items to Complete - Jennifer Calderone Tempus Nova, Inc. Training & Knowledge Management jennifer@tempusnova.com (973		6/2/11
		 Drafts 					1–2 of 2 💌
			Draft		Google Demo: WOW Factors! - Call phone/click to dial Video conferencing with hangouts Chromebooks for meetings Contacts/global		Mar 14
			Draft		Misc thank you - Thank you for your message. We will respond shortly. Regards, Google Trainer Privacy disclaimer or		7/23/12

Google Mail (Gmail) User Interface

2.1.2 Contact Management

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.

Yes. Google supports personal and corporate directory contacts for all of the fields mentioned and more, including custom fields. Google Apps supports the use of personal contacts, shared contacts, and corporate directory contacts available to all users within the State's domain. Corporate contacts are typically based on the organization's LDAP compliant facility such as Active Directory (AD) and are available to all users, while personal contacts are based on the user's frequent contacts as well as contacts they have explicitly added. Contacts are accessed from the contact list, as well as from the Compose Mail feature (both lookup and autocomplete). Users can view contacts by group as well as by those they most frequently contact. Contacts are searchable using Google's powerful search capabilities. Because contacts are stored in the cloud, they are accessible from any location, as well as from the user's mobile device (and auto synchronized with mobile devices and smart phones).

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



Google also provides the Google Contacts APIs which can be used to securely integrate Google Contacts with any application on the desktop or device.

TEMPUSN			٩		didi@tempusnova.com 🕌 + Share > 🏭 +
Contacts	More *				Akash - Vivek < 📏 🔯 -
NEW CONTACT	Change who's in your Tempus Nova	circle in <u>Google+</u> .			
 My Contacts (258) 	Akash Jain	jain.akash@tempusnova.com akash@tempusnova.com	479-692-3280		O Tempus Nova
Starred in Android (7)	Amy Adams Horvath	Amy@tempusnova.com	720-635-7062 (+2)		O. Tempus Nova
✓ Circles (285) ⊗	Amy Adams Horvath	Amy@tempusnova.com	720-635-7062 (+2)		My Contacts O Tempus Nova
 Friends (21) Family (12) 	Anthony Dellanno	anthony@tempusnova.com	9732145517		My Contacts O Tempus Nova
O Following (64)	Anthony Dellanno				O Tempus Nova
O Tempus Nova (60) Customers (66) Google (74)	beth@tempusnova.com	beth@tempusnova.com eodell@tempusnova.com equinn@tempusnova.com elizabeth_quinn@tempusnova.com	303-916-0948	2765 S. Arbutus Way	O Following O Tempus Nova
Most Contacted (20)	Brendan McGloin	brendan.mcgloin@tempusnova.com			O Tempus Nova
Other Contacts (3506) Directory New Group Import Contacts	Cris Lovin	cris.lovin@tempusnova.com mclovin@tempusnova.com cristianlovin@tempusnova.com crisiovin@tempusnova.com cristian.lovin@tempusnova.com cris@tempusnova.com	303-815-4573 (+1)		O Tempa Item
	Cris Lovin	mclovin@tempusnova.com crisi.lovin@tempusnova.com crisitanilovin@tempusnova.com crisionin@tempusnova.com crisitan.lovin@tempusnova.com	303-815-4573 (+1)		O Tangua Now
	Cristian Lovin	cris@tempusnova.com mclovin@tempusnova.com crisIovin@tempusnova.com cristianiovin@tempusnova.com cristian.lovin@tempusnova.com	303-815-4573 (+1)		O Tanga Non
	Dave Hill	Dave@tempusnova.com (+1) dave.hill@tempusnova.com	1-970-498-5082 (+3)		My Contacts O Tempus Nova

Google Contacts User Interface

2.1.3 Calendaring & Scheduling

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.

Yes. <u>Google Calendar</u> (Gcal) is a complete, robust calendaring system that includes event creation and sharing between users, groups and resources, as well as the ability to delete, reschedule, and modify one-time and recurring events. Gcal provides users with a simple, streamlined way to schedule calendar events. To create a calendar event, a user simply clicks the Create button and enters the event detail information in the appropriate fields. The user can also add links, attachments, reserve resources (such as conference rooms, projectors, etc.), and add attendees to events. As with all the Google applications, Google calendar can be automatically synchronized with most mobile devices.

State of Iowa Response to RFP No. 1214005011 **Email & Productivity Application Services**



Calendar	Today	<	> Jun 8 – 14, 2014						Day	Week	Month	2 Weeks	Agenda	More *	\$ ·
CREATE V	CA	GMT-07	Sun 6/8	Mon 6/9		Tue 6/10	Wed 6/11	Thu 6/12			Fri 6/13			Sat 6/14	
June 2014 ↔ S M T W T F S 25 26 27 28 29 30 31	11pm - 5am 5am	12am – 6am 6am													
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 1 2 3 4 5	6am 7am	7am 8am		7 – 8:50 busy		7 - 8:50 busy 8 - Didi - PB; Sy	7-8:50 DUSY	7 - 8:50 busy		7 – 8:50 busy	8-P	'B&J Time (
My calendars 💌	8am 9am	9am 10am		9 – 12p HOLD Ret Google Ap Technical Workshop	Reuter o – Ma	10 - UCAR: Intel 10 - busy	▲ 10 – 11 Google VIP/White Glove Session	10 – 11 Training	busy	10 - Kođak,	Google, To	empus Nov			
Other calendars	10am 11am	11am 12pm		10:3 10:3 11 Good	1 – 11: ogle	11 - GP Strategies Sync (Anthon)		11:30 – busy 12p – Tem 12p – Tem 12p –	- bus)	11:30 - busy	11-	TN/Google			
Amy Adams Horvath	12pm	1pm		▲ 1:30p - 2:15p Google VIP/Whit	ISY		1p - 5p NO MEETINGS	12:30p – 2p TN Weekly Office UCAR:		()					
Jennifer Calderone	2pm	2pm 3pm		2:30p - 5p NO MEETINGS Google	3:15p	3p – BT Weekly Touchabse	Po by 2p - 5p 2p - 3p HOLD busy Reuter: Google Technin Workst	2p – busy 3p – 3:50p busy 3p – busy		() 2p - 2:6 IMPLEMEN	2p - 2:00p busy	2:30p - 5p NO MEETING S			
Weather	3pm	4pm				4p - busy	Googl			4p - busy					
	4pm 5pm	5pm 6pm													

Google Calendar (Gcal) User Interface (Overlay Calendars View)

2.1.4 Data Retention

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 and other state regulations and policy.

Yes. Google Vault enables organizations to set granular data retention policies in accordance with Iowa Code Chapter 22 and other state regulations and policy. Google Vault will provide the State of Iowa with the ability to create a retention policy for the entire domain; or establish custom retention policies by agency. Custom retention policies ensure data is retained for a specified time frame by agency and no longer than that time frame. The retention periods supported can range from 30 days to virtually an unlimited number of days. The schedule can be a single policy (domain wide) or administrators can establish multiple policies based on agency, user, the content of the data or the labeling or categorization of the data. The Google Vault solution also provides the State with the flexibility to assign designated personnel with the rights to search and satisfy open records requests. Please see Section 1.3.3 of our proposal for additional information about Google Vault.

			(2 2		
← → C 🔒 https://edisc	covery.google.com/discovery/				\$
No TN Inbox 👌 TN 🔛 MyYa 👔	🔄 YaMail 🛛 🐺 GooNews 🔣 Cloud Print 🗾 Marketpl	ace 🚦 !!GOOGLE!! 🚦 GAPE Stats 🄰 !!Goo Pren	ium!! 👌 !!G Ent Support 🔢 TN FW 🔌 novaTra	acker 🛅 !Partner Connect! 🛛 🚆 Discus Goog Grp	» 📋 Other bookm
+Joseph Search Ima	ages Mail Drive Calendar Sites Group	s Contacts More -			
Google	Search matters	٩		jdellanno@tempusnova.com	📫 🕂 Share 👌 🚺 🗸
Vault					Help
CREATE	MAME		OWNER		LAST ACCESSED
Retention	🔲 10 Hear		jdellanno@temp	usnova.com	May 14
- Mattere	Competitors		jdellanno@temp	usnova.com	Jan 30
My matters	III HMJ - Gregg		kquinn@tempus	nova.com	
Shared with me	iflHadGlass		kquinn@tempus	nova.com	121
Closed Trash	🔲 new hangout test		kquinn@tempus	nova.com	140
▶ Reports	HMJ - Gregg		kquinn@tempus	nova.com	185

Google Vault User Interface

© 2014 Tempus Nova, Inc.

Page 31 of 126 Use or disclosure of information contained on this sheet is subject to the restriction on the title page of this document.



2.1.5 E-Discovery

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.

Yes. As also described in Section 1.3.3 of our proposal, Google Vault enables users to search, find and preserve electronic information and label information; find and preserve data to respond to unexpected claims, lawsuits or investigations; recover and restore lost or deleted email; access emails in response to a litigation, probative effort or other investigation; and to export data to standard industry formats such as MBOX so that data can be shared with external parties as desired. Access is granted using the administrative console to permission users to discover and produce records. Google Vault enables users to search email and instant messages (on the record chats) within Gmail. These eDiscovery features will soon be available for Google Drive and Google docs. Google also provides extensive API access to allow the State to create additional applications or systems to search and extract data out of Google Apps.

2.1.6 Technical Solution Administration

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.

Yes. The State will be able to manage all accounts through the Google administration console (also called the control panel or c-panel) as described in this requirement. The c-panel is an integrated place to manage all Google Apps services, create organizational hierarchies, create and manage users, manage domain settings, monitor the system, and manage the Google services. An administrator can have multiple roles with different privileges assigned to various organizations throughout the hierarchy. Using the control panel, Administrators can manage all user accounts within the network as described above, update their company profile, access billing information, manage the Google services such as the applications and Chrome web browser, manage groups, access and deploy Marketplace apps, manage mobile devices, configure security settings, manage domains and sub domains, and submit support tickets.

Google				٩				didi@tempusnova.com
Admin console								• 🖡 ? 🌣
Users 51 users, 0 invites sent	Company Profile Tempusniva.com	Billing Nitew charges and manage subscriptions	Google Apps Manage the way Google Apps works for you	Chrome Management Manage your Chrome expedence	Chrome devices Manage your Chrome devices	Groups Manage grade of users and making lats	Marketplace Apps 5 Marketplace apps enabled	ACTIVITIES IN LAST 7 DAYS
Mobile Devices Mobile Devices	Security Enable security features	Domains Adre domain- tempusnova.com	Support Need help with a task?					TOOLS Reseller Tools Find a Partner Google Apps Marketplace Apps Status Dashboard
								COBINON TASKS Get more apps and services Review Email quota Customize Appearance

Google Apps Administrative Control Panel

© 2014 Tempus Nova, Inc.

Page 32 of 126 Use or disclosure of information contained on this sheet is subject to the restriction on the title page of this document.



Additionally, if the State wishes to automate user management, <u>Google Apps Directory Sync</u> (GADS) will allow the State to maintain a single source for managing user accounts such as Active Directory (AD) or the data in an LDAP server. Once a user is created, updated or removed from the user system of record, the GADS tool will automatically synchronize user information with Google Apps. This will preclude the State from maintaining multiple user management systems. The GADS tool can synchronize with any standard LDAP system, including AD, multiple instances of AD, or other systems.

2.1.7 Integration

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.

Yes. The GAFG suite is completely accessible from any mobile device with a web browser. Applications can also be accessed via distinct apps for iOS and Android. GAFG also includes a centralized mobile device management (MDM) console. Google Apps mobile management allows administrators to enforce device policies over mobile devices in the State and perform actions such as remotely wiping user mobile devices. Google Apps mobile management supports Android, iOS, Windows Phone, and smartphones and tablets using Microsoft Exchange ActiveSync, such as BlackBerry 10.

Administrators can use mobile management to:

- Configure mobile settings by agency or organizational unit.
- Control what devices can connect to users' Google Apps data.
- View mobile devices within the organization connecting via Google Sync or Android Sync with Device Policy.
- View all apps that access Google Apps data installed on an Android device.

2.1.8 Active Directory Integration

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.

Yes. Google Apps supports single sign on (SSO) integration. There are multiple ways to meet this requirement. If the State requires that passwords be the same across Active Directory and the Google services, Tempus Nova can setup and configure <u>Google Apps Password Sync</u> (GAPS). However, if the State requires integration with their existing SSO solution, Google Apps integrates with SAML 2.0 based systems. Tempus Nova can also modify the out-of-the-box SSO code to include a custom password sync module. This would enable users to enter their username and password while the system verifies account information by performing Active Directory (AD) lookups and automatically synchronize the user's Google password.



2.1.9 Communication & Gateway Services

4.2.9 Communication and Gateway Services

4.2.9.1 A solution that will provide a SPAM filter for all e-mail boxes.

Yes. Google Apps includes multiple ways to filter and manage spam. Detected spam is placed in a user's Spam label (folder) where they may view, access, manage, and restore the item. Users may also mark an item as spam by clicking the spam button in the mail message. Google leverages smart algorithms over time so the system learns from a user's behavior what is and is not spam. Gmail users play an important role in keeping spam messages out of their inbox, as well as millions of other user inboxes. When the Gmail community identifies a message as spam (e.g., a user clicks the spam button in their inbox for a specific message), the Google ecosystem quickly learns to start blocking similar messages across every domain. The more spam the community identifies, the smarter the system becomes.

The same advanced computing infrastructure that powers Google search also fine-tunes the spam filters. As new spam data is released, the scale of Google's network ensures the ability to quickly modify Gmail's spam-fighting algorithms. It is often a matter of minutes between the time a spammer sends out a new type of junk mail and when it is blocked from Gmail accounts. The system supports multiple authentication systems, including SPF (Sender Policy Framework), Domain Keys, and DKIM (Domain Keys Identified Mail) to ensure email is actually from who it says it is from. Also, unlike many other providers that automatically allow all mail from certain senders (thus making it possible for their messages to bypass spam filters), Gmail puts all senders through the same rigorous checks.

Google Apps blocks threats like spam, phishing, and malware before they reach an organization's network. Spam and other internet threats are blocked in Google's data centers. This approach reduces unwanted inbound traffic processed through an organization's Internet connection compared to on-premise solutions as follows:

- Anti-Spam: Google Apps is proven to be one of the most effective solutions for eliminating spam. Processing more than 500 million inbound SMTP connections every day from 10 to 15 million distinct IP addresses, Google Apps currently blocks more than half of SMTP connections and then applies rigorous content filtering for the balance of messages. Google Apps rates the highest for anti-spam effectiveness---with the best overall balance of accuracy and false positives.
- **Threat Prevention:** A pre-emptive email security service that sits between the Internet and a customer's email gateway to prevent email threats from ever reaching the customer network. Google Apps is a recognized leader in effectively stopping spam, phishing, viruses, directory harvest attacks, malware, and other email borne threats through its patented, multi-layer technology.

- Anti-Virus: Google Apps consistently demonstrates superior anti-virus capabilities, blocking billions of viruses. Google's multi-layer anti-virus protection coupled with its patented preEMPT technology protects email systems from the initial outbreak of a virus---its zero hour---until an antiviral signature is available. Thus, Google Apps prevents viruses from ever getting inside an organization's network.
- Anti-Phishing: Google Apps blocks phishing attacks by applying several hundred spam filtering rules targeted specifically at phishing techniques. Google Apps routinely blocks more than 400,000 phishing attempts each day.
- DHA Prevention: Directory harvest attacks (DHA) not only "lead and fuel" spam attacks, they sap mail server performance and affect quality of service. Google's Connection Manager performs real time inspection of every IP address that connects to its service. Patented IP analysis based on more than two-dozen variables that determine if the "behavior" of the message exhibits the characteristics of DHA, spam, or virus, enables Google to block connections without seeing the actual message.

4.2.9.2 A solution that will provide rules-based and user declared user-to-user e-mail encryption for all users.

Yes. <u>Google Message Encryption</u> (GME) is an optional service that provides on-demand message encryption for organizations to securely communicate with internal users, other agencies, with external business partners, or on an "as needed" basis. GME enables end-to-end encryption from user to user as well as more granular policy control than the standard Google Apps offering. The policy-based solution enables organizations to send encrypted email to any recipient. GME ensures content-level encryption (so the actual message is encrypted, and without a key, a recipient cannot access it, hence, limiting the endpoints of potential exposure). Please see Section 1.3.3 for additional information.

2.1.10 Migration

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.

Yes. There are many tools available for migrating data into Google Apps.

[THIS SECTION HAS BEEN REDACTED]

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.

Yes. Tempus Nova's proposed migration plan includes the migration of all State email data from existing email platforms, with Tempus Nova personnel performing the migration of the data. Please see Section 2.2.10 for a description of our migration plan.



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.

Yes. Tempus Nova's proposed migration plan includes the migration of all State data from existing Symantec Enterprise Vault platforms, with Tempus Nova personnel will be performing the migrations. Please see Section 2.2.10 for a description of our migration plan.

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

Yes.

[THIS SECTION HAS BEEN REDACTED]

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.

Yes. Tempus Nova has thoroughly reviewed section 1.4 from the RFP and we understand the State's current messaging and archiving infrastructure. Our team has performed large complex migrations for other government entities such as the states of Wyoming, Utah, and Colorado, the Federal General Services Administration (GSA); the National Oceanic and Atmospheric Administration (NOAA), and the Department of Energy-Idaho National Laboratory (DoE-INL). As a result, we understand the complexity of the State's infrastructure and can provide the most seamless, lowest risk transition approach to Google Apps.

Tempus Nova will migrate data from the State's current Exchange and multiple AD environments without requiring on-premises consolidation for the email systems or directories. We have also performed email and directory migrations for large commercial enterprises such as Kohl's Department Stores, Costco Wholesale Corporation, Fairchild Semi-Conductor, MeadWestvaco (MWV), Seagate Technology, and Guardian Life Insurance Company, all of whom were on multiple, disparate systems, without consolidating prior to migration.



2.1.11 Vendor Competency

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.

Yes. Google Apps for Government is currently in use by several State and Federal agencies. Tempus Nova was the prime vendor responsible for migrating **all three state governments** to GAFG – Wyoming, Utah, and Colorado – all of whom have more than 10,000 users and more than three agencies. Tempus Nova successfully migrated the <u>State of Wyoming's +10,000 users</u> to GAFG. We successfully migrated the <u>State of Utah's 22,000 users</u> to GAFG. We successfully migrated the <u>State of Colorado's 26,000 users</u> to GAFG. All of these states are successfully using GAFG today. Each of these projects required consolidation of multiple systems across agencies, migration of email, calendar, and contact information, adherence to applicable state and federal security requirements, an eDiscovery and archival solution, and careful consideration to cost and schedule.

Currently there are only **three total states that implemented Google Apps for Government** and Tempus Nova was the sole vendor on all of these projects. Agencies in other states have adopted the GAFG solution and other vendors have assisted with the migrations. However, to date, no other vendor besides Tempus Nova has successfully transitioned an entire state government to Google Apps. Below is a brief synopsis of each of those projects.

State of Wyoming

The State of Wyoming was operating two separate email systems (Exchange and GroupWise) managed by 14 agencies internally and one central services group, the Information Technology Division, which managed the email systems for an additional 47 state agencies. It was difficult for employees to find contact information across state agencies. It was also challenging to maintain and support the email systems and employee directories while keeping the costs low.

A priority for the State was to be able to eliminate multiple email systems; improve the effectiveness and efficiency of information technology services; and improve information sharing, intra agency communication, and collaboration.



On October 18, 2010, following the release of RFP Number 0450-T for an Enterprise Communications and Collaboration Solution, and a competitive bidding process, the then-Wyoming CIO, Bob von Wolffradt, announced that all Wyoming state agencies would move to a Google-based communication system within a year. Tempus Nova was awarded the sole source contract to migrate Wyoming's 10,500 state employees from their on-premise email system to Google Apps for Government (GAFG), a hosted email, collaboration, security, e-discovery, encryption, administration, and archive solution.

Tempus Nova worked with the State of Wyoming to migrate 10,500 user mailboxes from Exchange and GroupWise to GAFG. The project was conducted over a seven-month timeline in designated phases as approved by the State CIO Mr. von Wolffradt and the state's project team. Tempus Nova used the Google Apps Migration for Microsoft Exchange (GAMME) tool to migrate mail, calendar and contact data for Exchange users and the Cloud Migrator tool to migrate similar data for GroupWise users.

"Google is a good fit for the State because the company has proven its ability to provide critical business services, federal security certification, state-of-the-art employee tools and reduce costs while improving services."

> - Robert von Wolffradt CIO of the State of Wyoming

Tempus Nova managed all aspects of this project including project planning, program management, technical environment setup, mail routing, provisioning, migration, mobility, security, training, change management, and support.

We successfully transitioned 47 state agencies to Google Apps who previously operated autonomously. This enabled the state to implement a single enterprise email and collaboration solution, where employees accessed a unified directory, calendar, and collaboration tools while centralizing administration across all agencies.

The move provided state employees with a much-needed technology refresh and allowed the State's IT department to provide current industry tools to their users. The project consolidated 13 separately operated email systems and returned staff hours to agencies. Higher priced hardware and software costs were eliminated and employee productivity was increased. With the help of Tempus Nova and the leadership of the then CIO, the move to Google Apps is saving the State of Wyoming \$1 million annually.



State of Utah

The State of Utah wanted to consolidate their IT platform to improve accountability, reduce costs, and increase services to taxpayers. There was an increasing demand from staff to access information anytime, anywhere and its legacy email system was unable to keep up with the demand. The State of Utah was using the Novell GroupWise s platform for messaging and calendars, with 140 separate GroupWise post offices on as many servers. The executive branch consisted of 25 agencies with 22,000 employees across a dozen campus locations.

Tempus Nova proposed the Google Apps for Government (GAFG) platform as the solution for Utah's business, collaborative, and mobile needs. We designed and implemented a three phase transition plan beginning with migrating Core IT users, followed by Early Adopters, and concluded with the final Phase III go live of all remaining state users. The transition plan included services for project management; provisioning of user accounts, calendar, resource, group and service accounts; data migration; organizational change management; application integration; training; mobility, and support. Tempus Nova and Google provided onsite support for each "Go-Live" phase of the implementation to help alleviate the burden on Utah's help desk staff.

"...we have the opportunity to take [cloud services] out to our smaller cities and counties that don't have the means to be able to make the capital expenditures." --(GCN Interview)

> - Stephen Fletcher CIO of the State of Utah

The State of Utah was the second state to make the decision to move all state employees to the Google cloud. Tempus Nova successfully delivered the three phased implementation, resulting in all Executive Branch staff for the State working seamlessly from the GAFG platform. The project represents a unification and major enhancement of messaging, calendar, document, and collaboration tools, as well as substantial financial savings for the taxpayers of the State of Utah. Read the Google Blog.

State of Colorado

Tempus Nova worked with the state of Colorado and its 19 different state agencies to transition users from their on-premise messaging systems to Google Apps for Government (GAFG). Each of the 19 agencies operated as a separate and distinct entity with their own IT staff, email servers, email platform, authentication system, and corporate address book. Tempus Nova recommended GAFG to replace the State's Exchange and GroupWise legacy messaging platforms. We engaged the agencies that were organizationally ready to unify their email infrastructure and moved them to the Google Apps cloud-based solution. We worked with each agency to identify their security, IT and business requirements. We established integration points between the state's legacy systems and GAFG. Tempus Nova reviewed use cases and developed solutions by mapping business processes with application functionality. We designed a comprehensive change management strategy and delivered training on each application together with role based training for executives, executive assistants, administrators and help desk staff. We followed training with interactive Open Microphone Q&A Sessions to support users throughout the transition.

We integrated the state's 24 directory instances with Google Apps Directory Sync (GADS) to enable the automatic provisioning and deprovisioning of users. We migrated mail, calendar, and contact data for over 26,000 employees across two separate email systems (Exchange and GroupWise) over three migration phases designed to target distinct groups of users. We also lead compliance sessions that enabled state agencies to develop and agree to shared policies throughout the organization.



"By bringing 15 siloed and disparate email systems together into one unified communications platform, the state will save approximately \$2 million a year, cutting the cost of maintaining current email systems by nearly half."

> - Kristin D. Russell - CIO of the State of Colorado

The State of Colorado Google Apps project was **completed in 3.5 months**, within the proposed schedule and budget agreed to in the statement of work. All state agencies now have a unified messaging, communication and collaboration platform that enables them work together, share information and consolidate disparate systems that were operating at varying costs. Each agency is now part of the larger "State.co.us" domain and each agency has been individually branded with their unique logos, disclaimers, and privacy/compliance footers. Read the <u>Google Blog</u>.



2.1.12 Solution Administration

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.

Yes. Tempus Nova will provide a dedicated Technical Account Manager (TAM) who will act as a central point of contact for the State. The TAM and will act as a named point of contact for the State. We also propose adding a Customer Success Manager (CSM) to the State's account to ensure the highest level of customer satisfaction. Tempus Nova is proud to be one of only several companies to offer Google's Customer Success Service (CSS) offering. The CSS services include:

- Answering general queries and offering consultancy.
- Case management and escalation of support incidents.
- SLA claims, service credits, and service monitoring.
- Service management reviews and support reports.
- Advice for newly changed features, configuration updates, and change management
- Transition from the Tempus Nova deployment team.
- Account reviews and recommendations of best practices.

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.

Yes. The State will be able to manage the through the Google administration console (also called the control panel or c-panel). Using the control panel, Administrators can manage users, update their company profile, access billing information, manage the Google services such as the applications (including Gmail, where administrators can add, modify, or delete mailboxes, and Google Vault for eDiscovery) and Chrome web browser, manage groups, access and deploy Marketplace apps, manage mobile devices, configure security settings, manage domains and sub domains, and submit support tickets.

The Google Apps control panel is an integrated place to manage all Google Apps services. Administrators will have the ability to create organizational hierarchies, create and manage users, manage domain settings (such as alias and mailing list creation/management, mailbox and email size constraints, and content controls), monitor the system, and manage the Google services. An administrator can have multiple roles with different privileges assigned to various organizations throughout the hierarchy. The privileges are automatically propagated down the hierarchy. When an authorization record is created for an administrator in an organization, the administrator has privileges for that organization and all of its sub-organizations.



The control panel offers several predefined administrator roles. These system roles grant a set of <u>administrator privileges</u> appropriate to a common business role and are not editable. To create an administrator role with different privileges, the State can <u>create a custom role</u>. The table below describes the privileges granted for each system role.

System Role	Description	Privileges
Super Admin	Full system administrator. Super	Complete access to the Google control panel and all
	administrators also have full access to	administrator actions. Only super administrators
	all users' calendars and calendar	can create or assign administrator roles, or change
	event details.	administrator passwords.
Groups Admin	Administrator for creating and	Full access to the Groups page and View access to
	managing Google Groups.	the list of user accounts
User	Administrator for creating and	Full access to all user operations performed on
Management	managing user accounts.	users who are not administrators. View access to
Admin		organizations.
Help Desk	Administrator to take care of support	View access to user account information. The ability
Admin	issues that require access to user	to reset passwords for non-administrators.
	information and the ability to reset	
	passwords.	
Services Admin	Administrator to manage Google	The ability to add or remove services. Full access to
	Apps services	the Settings page and all sub-sections.

The Google Apps control panel requires authentication by users who have been granted one or more administrative levels of access. Tempus Nova recommends that Google Apps administrator accounts activate two-step verification for multi-factor authentication. Once authenticated, an administrator can access all the administrative features. There are no additional operational process an administrator must complete to access the control panel beyond authentication. Please see our response to requirement 4.2.6.1 for a screen shot of the administrative control panel.

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.

Yes. We will create a detailed Support Plan as part of the deployment effort to ensure the State successfully makes the transition to Google and is able to support its users. The Support Plan is comprised of training, change management, onsite support and self-service support. By training the State's staff to deliver support, we will up-skill and cross train the existing talented IT and Help Desk staff thereby relieving workforce reduction concerns that may be experienced by customers who adopt a new technology solution. The following section describes the post deployment support mechanisms available to the State from Tempus Nova and Google:

- **Google Guides:** Google Guides are State employees who serve as ambassadors of change and power users. These change agents are often included in the first two transition phases (Core IT or Early Adopters) and provide assistance to users following deployment. These users have the most experience using the system, are IT savvy, and often already support and interface with end users in their organization. Google Guides provide an additional layer of support between end users and Help Desk resources so internal support personnel are not overloaded with calls during Go-Live.
- On Site Tempus Nova & Google Volunteer Resources: On site Tempus Nova resources assist users during the Go-Live, answer questions and provide additional support following the implementation. Users are often excited to talk with Tempus Nova resources and this approach significantly diminishes the burden on internal support personnel following deployment.
- End User Support Site: As a best practice, Tempus Nova deploys an End User Support Site on every project. The Site is a self-service resource for users to find answers to commonly asked questions, access training videos, participate in moderated discussions with their peers, and submit feedback.
- Google 24x7x365 Standard Support: Google provides *global access* to help center and phone support for customers on a 24x7x365 basis including holidays. Standard support includes a 99.9% uptime service level agreement (SLA) guaranty that is financially backed. Actual uptime is historically higher at 99.984%.
- Apps Status Dashboard: Google offers a near real time web based performance <u>dashboard</u> that reports service availability across the cloud based product suite. Having visibility to service availability is a critical element of support and can streamline diagnosis of end user issues by internal help desk resources.
- **Premium Support:** Tempus Nova offers optional Google Premium Support services with reduced response times for P1 incidents and dedicated support personnel. The service includes planning for continued customer success post go-live that includes strategies for ongoing change management, ongoing communications, a maintenance plan for training materials as new services are deployed to users, and advanced, ongoing Google Apps training.

The Google Apps service level agreement (SLA) is a best-in-breed, contractual guarantee to enterprises of uptime equaling at least 99.9%. As part of the SLA, Google provides unparalleled 24x7x365 global email and telephone support to customers at no additional charge. Please see Section 1.8.5 Google Standard Support for a detailed description of Google's SLA, incident designations, and response times.



2.1.13 Security Compliance

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.*

Yes. Tempus Nova is committed to managing compliance with federal and state security requirements for email, collaboration, and office productivity data. To accomplish this we will leverage Google's best of breed <u>data centers</u> and security practices. Google operates a world class infrastructure that is protected using a combination of industry best practices, strong IT security policy and a dedicated team of security engineers. In many cases Google's approach directly mirrors lowa's policies and procedures; though, in some circumstances, Google has opted for an alternate approach due to architecture, size and scale. Google therefore recommends its System Security Plan (SSP) as a resource for fully understanding the scope and breadth of Google Security. The ATO was issued at the FIPS 199 Moderate data classification. The following section describes Google's overall security practices.

Google's Security Controls & Metrics

Google Apps for Government NIST SP 800-53 controls are defined in the FISMA certification and accreditation documentation and may be reviewed by the State upon request. The methods, processes, and tools used to implement the security controls and control enhancements are described herein.

The Google Apps for Government solution is comprised of a multi-layered security strategy at the data storage, access, and transfer layers. The system and its data centers are certified as FISMA Moderate, described in National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 with an Authority to Operate (ATO). Google's revolutionary architecture represents a paradigm shift in data privacy, security, reliability, and resiliency, and virtually unlimited scalability, processing data for millions of users. It runs in a true cloud environment that distributes customer data among a shared infrastructure composed of many homogeneous servers in multiple data centers. Every action taken in Google Apps is simultaneously replicated in at least two data centers which are geographically separated by at least 500 miles.

The distributed file system is designed to store vast amounts of data across large numbers of servers. Structured data is then stored in a distributed database built on top of the file system. Data is sharded and replicated over multiple systems so no single point of failure exists. Data shards are given random file names and encrypted so they are not humanly readable. Google's innovative approach uses a large set of low-cost commodity systems and ties them together into one large supercomputer. Google builds expected hardware failure into its solution by designing for reliability in the fully cloud-aware software.



If the hardware fails, customers are automatically and transparently shifted to another server or data center stored in a separate geographic location, even in mid operation. Built on a few key technologies, servers form an elastic mesh where they can dynamically take over for those servers that have failed. This takeover happens at different levels in the stack, ranging from the file level (e.g., Google File System), through abstraction layers (e.g., BigTable), and into implementation libraries (e.g., MapReduce). Although there are many additional components to the overall software infrastructure, these three technologies are keys to resilience and transparent failover. The details describing these connections are outlined in the Google Apps System Security Plan (SSP), which is available for review by the State post award.

The data connections between the Google data centers are Federal Information Processing Standard (FIPS) 140-2 compliant. The details describing these connections are outlined in the SSP, which is available for review by the State post award. Google also restricts the location of mail and calendar data to data centers within the United States as part of the Google Apps for Government (GAFG) edition. As a result, Government customer data is stored in the US only.

The following section describes the security controls for each data center and equipment within the data centers. It also includes a general description of Google's various data center environments and efforts to ensure security controls are met in these environments.

Data Center Security

Google employs the highest security standards in the industry to protect customer data. Google security statistics include:

- Ability to track, record, and respond to threats to prevent incidents globally.
- High visibility/global access to new threats via Gmail community and can quickly respond.
- Google employs some of the world's top experts on data security. Google has a dedicated 24x7 Security Incident Response Team and comprehensive information security policies.
- Google constantly monitors internal network traffic, employee actions and outside knowledge of vulnerabilities.
- Multiple layers of defense are employed to protect the network perimeter from external attacks.
- The system is designed to withstand large scale attacks.
- All data is replicated to a second Google data center for Disaster Recovery and Business Continuity.
- Thorough Security Audits are regularly conducted by external parties to independently verify security protocols.
- Google leverages a "Defense in Depth" approach to security in order to ensure multiple levels of protection.



By default, all Google products and services use HTTPS/SSL encryption. Additionally, Google supports TLS-encryption for email.

Physical Security Staffing

Google maintains a security organization responsible for data center security functions 24 hours a day, 7 days a week. The security organization monitors the physical locations via Closed Circuit Television (CCTV), cameras and alarm systems. Internal and external patrols of data center are performed regularly. Data centers are housed in facilities that require electronic key access, with alarms linked to guard stations and main physical security centers.

Administration of Google Employee Accounts

Google adheres to a formal process to grant or revoke access to resources. LDAP (Lightweight Directory Access Protocol), Kerberos, and a Google proprietary system that utilizes RSA encryption keys provide secure and flexible account access mechanisms. These mechanisms help grant only approved access rights to people, systems and data. To ensure appropriate account usage, Google requires the use of unique user IDs, strong passwords and carefully monitored access lists for all employees.

Access to sensitive information is controlled through authorization and authentication technologies, ensuring that only those specifically authorized to view, update, or delete data can do so. This access must be approved by the appropriate data owner, manager, or other executives, as dictated by Google's security policies. Access rights and levels are based on the employee's job function and role, using the concepts of least-privilege and need-to-know to ensure that access is commensurate with defined responsibilities. Approvals are managed by workflow tools that maintain audit records of all changes.

Where passwords are employed for authentication (e.g., login to workstations), they must adhere to Google's standard password policies, including password expiration, restrictions on password reuse, and sufficient password strength. Google's policy is to log administrative access to every Google production system. These logs are reviewed by Google security staff on an as-needed basis.

Physical Security Devices

Google's data centers employ electronic card key access control system linked to a system alarm. Access to perimeter doors, shipping and receiving, and other critical areas is logged, including unauthorized activity. Failed access attempts are logged by the access control system and investigated. Authorized access throughout business operations and data centers is restricted based on an individual's job responsibility. Fire doors at the data centers are alarmed and can only be opened from the inside.



CCTV cameras are in operation both inside and outside the data centers. The positioning of the cameras has been designed to help visually monitor strategic areas including perimeter doors and shipping/receiving. Security operations personnel manage the CCTV monitoring, recording and control equipment. Cameras record digital video 24 hours a day, 7 days a week. Surveillance records are retained for up to 90 days. The following environmental controls are incorporated into the design of Google's data centers:

- Internal and remote temperature and humidity control and monitoring.
- Smoke detection alarm.
- Transient voltage surge suppression and grounding.
- Redundant and backup power systems.
- Water redundancy or local water reservoirs (for cooling).

Logical Security Controls

Google is committed to the most stringent <u>security standards</u> in the industry. The logical security controls for each of data center and equipment within run in a multi-tenant, distributed environment. This means that rather than segregating each customer's data onto a single machine or set of machines, data from all Google government customers is distributed amongst a shared government only infrastructure composed of many homogeneous machines.

Data is then stored in a large distributed database. Data is chunked and replicated over multiple systems, so that no one system is a single point of failure. To compromise Google's data, a malicious individual or hacker would need to know the specific systems that house the target data and would need to attack all hundreds of thousands of them to compromise a single user's information. There are "virtual" firewalls protecting one user's data from another user's data. A user has to authenticate to unlock their access to their data. This <u>advanced security</u> <u>model</u> ensures that attempts to "hack" the system are infinitesimally small given the number of machines that would need to be compromised all at once in order to retrieve data.

Environmental Safeguards

Google's data centers are designed for resiliency and redundancy. Redundancy is intended to minimize the impact of common equipment failures and environmental risks. Infrastructure systems have been designed to eliminate single points of failure. Dual circuits, switches, networks or other necessary devices help provide this redundancy. Critical facilities infrastructure at the data centers have been designed to be robust, fault tolerant and concurrently maintainable. Preventative and corrective maintenance is designed to be performed without interruption of services. Environmental equipment and facilities have documented preventative maintenance procedures that detail the procedure and frequency of performance in accordance with the manufacturer's or internal specifications. Preventative and corrective maintenance of the Google data center equipment is scheduled through a standard change process.



Power

Data center electrical power systems are designed to be redundant and maintainable without impact to continuous operations, 24 hours a day, and 7 days a week. In some cases, a primary and alternate power source is provided for critical infrastructure components. Redundancy begins with dual utility power feeds, primary and alternate, to parallel utility switchboards sized so that anyone can provide power to the entire facility. The output power is routed to supply building loads including an uninterruptible power supply (UPS), building and mechanical services, heating, ventilation and air conditioning systems.

Backup power is provided by various mechanisms including, but not limited to UPS batteries. Backup power is designed to supply consistently reliable power protection during utility brownouts, blackouts, over voltage, under voltage, and out-of-tolerance frequency conditions. If utility power is interrupted for any reason, backup power is designed to provide transitory power until the diesel generator systems take over. In the event of unavailability of both electrical utility and diesel generators, backup power can provide emergency electrical power to run the data center at full capacity for up to 10 minutes.

Diesel engine generators are in place to provide power to critical equipment and customer loads. The generators are capable of providing enough emergency electrical power to run the data center at full capacity typically for a period of days. In the event of a power outage, generators automatically start and are able to provide power within seconds.

Transportation of Media/Assets Into or Out Of Data Centers

All assets within Google Data Centers are managed by Operations and Google Security. When retired from Google's systems, disks containing customer information are subjected to a thorough data destruction process before leaving Google's premises. First, policy requires the disk to be logically wiped by authorized individuals. The erasure consists of a full write of the drive with all zeroes (0x00) followed by a full read of the drive to ensure that the drive is blank. Then, another authorized individual is required to perform a second inspection to confirm that the disk has been successfully wiped. These erase results are logged by the drive's serial number for tracking. Finally, the erased drive is released to inventory for reuse and redeployment. If the drive cannot be erased due to hardware failure, it must be securely stored until it can be physically destroyed. Each facility is audited on a weekly basis to monitor compliance with these disk erasure policies.

Physical & Logical Security Audits

Google conducts third party security penetration tests and can share those results with our customers. If a customer wishes to come to Google's headquarters in Mountain View they may view those reports in person. Google uses a number of well-known third-party tools to scan its external perimeter on a quarterly basis for network vulnerabilities and configuration errors. These tools are used internally on systems containing highly sensitive information.



Additionally, on an annual basis Google undergoes third-party penetration testing by security experts, for both its external networks and financial-related applications.

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

Google has earned ISO 27001 certification, one of the most widely recognized, internationally accepted independent security standards for their Google Apps systems, technology, processes and data centers. Compliance with the ISO standard was certified by Ernst & Young CertifyPoint, an ISO certification body accredited by the Dutch Accreditation Council, a member of the International Accreditation Forum (IAF). Certificates issued by Ernst & Young CertifyPoint are recognized as valid certificates in all countries with an IAF member.

Lastly, Google has acquired FISMA Certification and Accreditation at the FISMA moderate level by the GSA. Google is the ONLY Cloud based provider to acquire FISMA certification for their Google Apps cloud messaging solution. A copy of the Google's FISMA Authorization Letter from the GSA is available upon request.

2.1.14 Audit

4.2.14 Audit

4.2.14.1 A third party audit of the services environment.

Yes. Google has an agreed upon third party audit process as detailed by FISMA with the federal government. Google has also completed the <u>SSAE-16 audit</u>. Other states, cities and counties have leveraged this package for audit requirements and Google welcomes the State of Iowa to do so as well.

2.1.15 Data Breach

4.2.15.1 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.

Yes. As per Google's contracted terms of service (Section 3: Security Breach) Google will notify Customer of a Security Breach, following the discovery or notification of such Security Breach, in the most expedient time possible under the circumstances, without unreasonable delay, consistent with the legitimate needs of applicable law enforcement, and after taking any measures necessary to determine the scope of the breach and restore the reasonable integrity



of the system. Google will send any applicable notifications regarding a Security Breach to the Notification Email Address or via direct communication with State of Iowa (e.g. phone call, in person meeting, etc.). For purposes of this Section, "Security Breach" means an actual disclosure, or reasonable belief that there has been a disclosure, by Google of Customer Data to any unauthorized person or entity.

Google takes information security-related events ("information security incidents") seriously and strives to respond appropriately, gather and protect investigative information, and learn how to better prevent future occurrences. Google has defined the minimal requirements for preparing for, and responding to, information security incidents through their detailed "Information Security Incident Response Policy".

Google defines an information security incident as an event – or alleged event – directed at, or originating from, Google's employees, computers, networks, data, software, or services that may result in unauthorized access, data loss, or disruption of service. Google maintains a Security Incident Response Team (Incident Response Team) to assist with the preparation and investigation of information security incidents. The Incident Response Team is comprised of the Incident Response Owners, Incident Response Coordinators, Forensic Analysts, Intrusion Analysts, and Field Tech First Responders.

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.

Yes. Google employs a team who is responsible to manage vulnerabilities in a timely manner. The Google Security Team scans for security threats using commercial and in-house-developed tools, automated and manual penetration efforts, quality assurance (QA) processes, software security reviews, and external audits. The vulnerability management team is responsible for tracking and following up on vulnerabilities. Once a legitimate vulnerability requiring remediation has been identified by the Security Team, it is logged, prioritized according to severity, and assigned an owner. The vulnerability management team tracks such issues and follows up until they can verify that the vulnerability has been remediated. Google also maintains relationships and interfaces with members of the security research community to track reported issues in Google services and open source tools. Under <u>Google's Vulnerability</u> <u>Reward Program</u>, security researchers receive rewards for the submission of valid reports of security vulnerabilities in Google services. <u>Click here</u> for additional information about reporting security issues.



2.1.16 Data Recovery

4.2.16 Data Recovery

4.2.16.1 Disaster recovery services for each service component.

Yes. Google has many mitigation strategies in place for disaster recovery including real-time replication of data across geographically disparate data centers. Google maintains a number of geographically distributed <u>data centers</u>. Google will store data in physically secure data centers, maintain data on Google-owned servers, and replicate Google Apps data across multiple systems within a single data center as well as back up data in a Google-owned secondary data center. The secondary data center will be in a different geographic disaster area from the first. Customer data will reside in at least two Google data centers. These data center will be in different geographic disaster zones. Google's data centers are redundant and can shift to a user's secondary data center. To minimize service interruption due to hardware failure, natural disaster, or other catastrophe, Google implemented comprehensive disaster recovery program at all of its data centers. This program includes multiple components to eliminate single point-of-failure, including the following:

- **Distributed data center architecture:** Google operates a geographically distributed set of data centers ensure swift failover. Management of the data centers is also distributed to provide location-independent, around-the-clock coverage, and system administration.
- Data replication and backup: To help ensure availability in the event of a disaster, all of the client's data is replicated to separate systems in different data centers. If a disaster occurs that affects one data center, the customer's data will be served from the secondary data center. The data between a user's primary data center and their secondary data center is constantly replicated in "real time". There is nothing that the customer or their employee needs to do to act upon or invoke this. Google has built monitoring tools that help look for a malfunction or even slowness in a data center and automatically, push users to their secondary data center. The only requirement is the user still has internet access.

In addition to the redundancy of data and no single point of failure model for Google data centers, there is also a business continuity plan for <u>Google's corporate office</u> in Mountain View, CA. The plan accounts for having suffered a major calamity, and people and services are unavailable for 30+ days. The plan ensures continued operations of Google services to customers.

4.2.16.2 An on-line ability for end user initiated/controlled recovery of deleted email.

Yes. Items deleted by an end user are moved to the trash and recoverable by the end user without administrator intervention for 30 days. End users may recover deleted email by simply dragging and dropping or clicking a button to move the item out of the trash.



4.2.16.3 The ability to recover an individual full user mailbox with calendar entries.

Yes. With Google Vault, user messages may be recovered by a client-side administrator for the duration of the set retention policies for that user or that message. Mailboxes can only be deleted by the Google Apps administrator or via a programmatic API call (typically used during LDAP directory synchronization). If a deletion somehow occurs inadvertently, the State administrator may submit a support ticket or contact their Technical Account Manager (TAM) to recover the mailbox. While Google does not guarantee that the mailbox can be recovered, it is generally possible to recover a mailbox if Google's support team attempts to do so within three days of the deletion.

2.1.17 Service Levels

4.2.17 Service Levels

4.2.17.1 A solution with 99.9% or greater availability.

Yes. Google's uptime service-level agreement is 99.9% calculated based on a monthly uptime percentage per the Google service level agreement (SLA). Google manages maintenance and upgrades in a manner that is designed to not impact availability of the services. As such, should downtime occur, customers are eligible for SLA credits. Please see Section 1.8.9 Google Apps Service Level Agreement to review the SLA. Please see Section 1.8.5 Google Standard Support for a detailed description of Google's SLA, service availability, incident designations, and response times..

4.2.17.2 24x7x365 technical support for State of Iowa.

Yes. Google will provide access to help center and phone support for customers on a 24x7x365 basis based on the Google Apps <u>Technical Support Services Guidelines</u>. P1 Priority support Requests are responded to with a target initial response time of one hour and are responded to 24×7 .

- 24/7 phone and email support for critical issues
- 99.9% uptime guarantee SLA
- Synchronous replication
- Self-service online support

Additional level one end-user help desk support services may be provided by the State's Help Desk, or by Tempus Nova through our support partner. Please see Section 1.8 Support for additional information about support options for the State of Iowa.



Response Times

P1 Priority support requests are responded to with a target initial response time of one hour and are responded to 24 x 7. If contact is made for a P1 Priority support request on a weekend or applicable holiday, a phone call is needed to trigger a return support response. P2 & P3 Priority support requests are responded to during business hours of the location to which the requests are assigned. P2 Priority support requests will be responded to with an initial target response time of 1 business day or less.

Incidents may be submitted via the Google's Enterprise Support Portal which is available 24x7 year-round. Google's End User and Admin Help centers are also available 24x7 year-round. Any failure to meet incident response guidelines is considered a breach of the agreement. Please see Section 1.8 Support for additional information about support options for the State of Iowa.

24/7 Phone Support

Please <u>click here</u> to see the Blog Post to Google's 24/7 phone support service.

4.2.17.3 A HIPAA Business Associates Agreement signed by both the prime Vendor and recommended solution provider.

Yes. Tempus Nova and Google will enter into a BAA with the State. Google Apps supports HIPAA compliance. Google Apps customers who are subject to HIPAA and wish to use Google Apps with PHI must sign a Business Associate Agreement (BAA) with Google.

2.1.18 Reporting

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.

Yes. GAFG includes a number of <u>reporting tools</u> that provide the ability to run standard and custom reports using the administrative control panel, the Reports application interface (API), or by leveraging Google Analytics for more complex reporting. Google Apps provides robust reporting capabilities through the Administration Console, also known as the Control Panel or C-Panel. The C-panel produces different traffic reports based on the product's configuration including daily reports for the previous calendar day; custom date range reports from the past six weeks; and current day traffic logs for Content Manager and Outbound Messages. Reporting provides extensive analysis into email message traffic, spam, virus, and usage over a day or week. Report data may also be downloaded and imported to spreadsheet software for further analysis. The Google Apps administrative interface provides reporting on email message traffic, traffic analysis, spam and virus traffic, as well as usage over time. The following standard reports are available through the administrative console:



Google Apps Usage Graphs

Admin Console Audit Log

Account Activity Alerts

User Behavior Reports

- Accounts. Lists all user accounts that exist in the domain on a particular day. The report includes both active and suspended accounts for the date specified.
- Activity. Identifies the total number of user accounts in the organization as well as the number of active and idle accounts over several different time periods. In this report, activity encompasses user interaction with email, such as reading or sending email.
- **Disk Space.** Shows the amount of disk space occupied by user mailboxes. The report identifies the total number of user accounts in the domain as well as the number of accounts that fall into several different size groupings. Mailboxes that occupy less than 1GB of disk space are grouped in increments of 100MB, and mailboxes that occupy between 1GB and 10GB of disk space are grouped in increments of 500MB.
- Email Clients. Explains how users in Google Apps access their hosted accounts on a day-by-day basis. For each day, the report lists the total number of user accounts in the domain as well as the number of users who accessed their accounts using a web interface such as WebMail or POP. This report does not include suspended user accounts in the overall Google Apps account total.
- **Summary.** Contains the total number of user accounts, total mailbox usage in bytes and total mailbox quota in megabytes. Each row in the report contains data for one day. This report does not include information for suspended accounts.
- **2-Step Verification Enrollment.** Provides a CSV file that contains all users and shows which have 2-Step Verification enabled and enforced.

2.1.19 Transition Out

4.2.19 Transition Out

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

Yes. As a standard part of the service, Google enables customers to migrate all data out of its services to an industry standard format such as MBOX which can then be imported into other services and applications. The Google <u>Data Liberation Front (DLF)</u> is an engineering team at Google whose singular goal is to make it easy for Customers to move their data into, and out of, Google products. Google does this because they believe Customers should be able to export data out of Google.



DLF helps and consults with other engineering teams within Google on how to liberate data from their products. DLF's mission statement is: "Users should be able to control the data they store in any of Google's products. Our team's goal is to make it easier to move data in and out." Google provides free tools for migration of data out of Google Apps.

[THIS SECTION HAS BEEN REDACTED]

2.1.20 Training

4.2.20 Training

4.2.20.1 End user training to the State of Iowa.

Yes. Tempus Nova will deliver end user training to the State of Iowa.

Recommended Training Approach

[THIS SECTION HAS BEEN REDACTED]

4.2.20.2 Technical solution administrator training to the State of Iowa.

Yes.

[THIS SECTION HAS BEEN REDACTED]

2.1.21 Staffing & Project Management

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

Yes.

[THIS SECTION HAS BEEN REDACTED]

2.1.22 Collaboration

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.

<u>Google Drive</u> is the Google productivity Suite that includes Google Docs, Sheets, and Presentations. This suite of applications can be access from any modern browser including all of the mobile browsers. With Google Drive, users can create documents, spreadsheets, presentations, drawings and collaborate with each other in real time. Google Drive enables users to work together simultaneously on the same document with all the efficiency and benefits of real time collaboration and sharing versus individual productivity tools that force users to work in silos of one. Users can upload Word, Excel, PowerPoint and most image files and convert them to Google Docs, and vice versa. File types such as PDFs can be shared as links.



+Melinda Search Ima	ages Mail Drive Calendar Sites Groups C	Contacts More -	
		▼ Q	
Drive		More 👻	_
CREATE 🔶	My Drive ► State of Kansas	Open Open with New folder	>
Shared with Me Starred	 ✓ ☆ IPI Proposal Shared □ ☆ IPI RFP Shared 	Create	2
More - Connect Drive to your desktop		 ★ Add star Details ■ Move to 	Email collaborators Email as attachment
		Rename Change color	}
		Download	

Sharing Folders in Google Drive

Users have complete control of sharing, viewing and collaboration rights at the document or folder level.

https	s://drive.google.com/a/tempusnova.com/folderview?	id=0B7ImSil3My4BM	XJadk10
Vho h	as access		
	Kyle Quinn kquinn@tempusnova.com	Can edit 🝷	×
•	yeetjie@google.com yeetjie@google.com	Can edit 💌	×
•	rschiff@google.com rschiff@google.com	Can edit 🔻	×
	Melinda Diederich melinda@tempusnova.com	Is owner	×
:	juliekremer@google.com juliekremer@goo	Can view	×
Invi	te people:		
E	nter names, email addresses, or groups		

Google Docs: Sharing Settings

Users can include links to Drive documents within emails, removing the need to include the Drive document as an attachment.





4.2.22.2 A solution that allows for collaboration between state employees at any work location that has an Internet connection.

Yes. Google Apps is a 100% Web-based solution, and Drive can be accessed from any device with an Internet connection and a Web browser. The Google Drive app also enables mobile access to documents on Drive with collaboration capability.

4.2.22.3 A solution that allows for instant messaging and web conferencing between state employees.

Yes. <u>Google Hangouts</u> is an instant messaging system in Gmail which requires no on-premise infrastructure or software to be installed by the user. Hangouts enables users to send instant messages, voice and video chat, group chat, and even to make free telephone calls within the US right from their computer with the call phone feature. Google Hangouts includes presence indicators so others know when a user is online and available. A camera icon indicates the user is able to engage in a video chat.

Google Hangouts integrates with the XMPP protocol for integration with other internal or external federation. This allows the State to integrate features for instant messaging, presence indicators and voice/video chat.

Google Hangouts enables as many as 15 concurrent connections such as people or conference rooms to video chat simultaneously and replaces higher cost web conferencing solutions such as WebEx, GoToMeeting, and Adobe Connect. Hangouts provides 1:1 or 1 to many IM, audio, video, desktop sharing, application sharing, and document sharing capability. Hangouts works within Gmail, Gcal, and Google+.





Google Hangouts

4.2.22.4 A solution that maintains version control (i.e., who, what, when).

Yes. Google Docs retains a comprehensive <u>revision history</u> of all changes in a document; the person who made the change; the date and time the change was made; and the ability to revert to a previous version of the document at any time. Google's automatic version history provides traceability into all changes made to a document from the time it was created. Google documents can also be locked to prevent users from modifying the document so no changes are allowed (view only access).

The collaborative features of Google Docs enables groups of users to establish, revise, comment, and review documents without having to email the document as an attachment (which consumes network bandwidth and creates user confusion due to multiple versions of the same document). Unlike traditional personal productivity tools such as Microsoft Office that silos each user's work products, Google Docs enables teams to reduce the time to market for document deliverables. Users will no longer have to turn on track changes, or control document versions, which limits productivity as a result of having to reconcile substantial redlines. The State's users will access one single source of truth for information while retaining complete control of permissions in Google Drive. To view changes, users simply click the File drop-down menu and select "See revision history" to view who made changes at what time. Additions are shown in the color associated with the user in the list; deletions are shown in strikethrough

4.2.22.5 A solution that allows users to recover or revert to earlier versions of a document.

Yes. If a user wants to revert to a previous version, they may click one of the previous listings within the Revision History, where the option "Restore this revision" displays.

State of Iowa Response to RFP No. 1214005011 Email & Productivity Application Services





2.1.23 Productivity Applications

4.2.23 Productivity Applications

4.2.23.1 Word Processing.

Yes. Google Documents is a web-based word processor that is completely compatible with Microsoft Word. Documents have multiple word-processing standard features, including the ability to format text, paginate, create tables, embed drawings, set and apply document styles, apply bullets or numbering, insert headers and footers, and much more. Users can also perform more advanced features, such as researching a selected item (if a user has the word "Iowa" selected and chooses the "research" option, Docs will run a search on "Iowa"). Google docs enables users to insert hyperlinks (with automatic suggestions based on similar terms to the selected text, or recently opened tabs in Chrome), check spelling, run a word count, and instantly translate the document to more than 50 languages with Google Translate. Users can download Google documents as a Word document or PDF, as well as plain text or rich text. Word documents can also be easily converted to the Google doc format.



Google Documents



4.2.23.2 Spreadsheet capability.

Yes. Google Spreadsheets is a robust solution that enables users to create complex spreadsheets, apply rich text formatting, sort and otherwise manipulate data, apply complex formulas and functions, leverage real time research tools, and much more. The solution provides support for cell formulas consistent with those used in traditional and popular desktop spreadsheet packages such as Microsoft Excel. Users can insert charts and images, apply conditional formatting, sort and freeze rows and columns, and interlink the spreadsheet with forms. Users can also perform complex functions such as array, date, filter, financial, info, logical, lookup, math, operator, statistical, and text. Spreadsheets can be downloaded as an Excel file and also converted to Google Spreadsheets with extremely high fidelity and functionality.

▦	Federal Acronyms 🖈 🖿 File Edit View Insert Format Data Tools Help Last edit was made on December 26, 2013 by Didi Dellanno								melinda@tempusnova.com - Comments		
	高の277 5 % 122 Verdana - 11 - Β / 5 Α · ④、田・田・ 第・上・第 国国マΣ・										
fv	Acronym										
	A	B	C	D	F	F	a	н			
1	Acronym	Definition	Eoo Alcor	http://libouideo.ur	and adu/governabk						
	Actonym	Deminuon	See Also.	http://ibguides.ud	.su.edu/govspeak						
2	APL	Acceptable Performance Level									
3	AMS	Acquisition Management System									
4	ATO	Authority to Operate									
5	BES	BlackBerry Enterprise Server									
6	BPA	Blanket Purchase Agreement									
7	MDS	Blackberry Mobile Data Services									
8	CPU	Central Processing Unit									
9	CR	Change Request									
10	CAL	Client Access License									
11	CDRL	Contract Deliverable Requirements List									
12	CEC	Contractor Establishment Code									
13	CLIN	Contract Line Item Number									
46	COR	Contracting Officer's Technical Personntative									
10	CUR	Contractory Officer's Technical Representative									
47	COM	Coher Convilu Assessment and Management									
10	CEMC	Cyber Security Assessment and Management									
10	DEAR	Department Enterprise Architecture Reperitory									
20	DOD	Department of Defence									
21	DOL	Department of Interior									
22	DOI	Department of Labor									
23	AD	Department of the Interior or Provider Active Directory									
24	053	Digital Signal 3 with a date rate of 44 736 Mbns (merahits per second)									
25	DR	Digaster Recovery									
26	DI	Distribution List									
27	FLA	Enterprise License Agreement									
28	FAA	Federal Aviation Administration									
29	EBCA MOA	Federal Bridge Certification Authority Memorandum Agreement									
30	FIPS	Federal Information Processing Standard									
31	FISMA	Federal Information Security Management Act									
32	Fed RAMP	Federal Risk and Authorization Management Program									
33	FFRDC	Federally Funded Research and Development Center									
34	FOIA	Freedom of Information Act									

Google Spreadsheets

4.2.23.3 Presentation tools.

Yes. Google Slides enables users to create presentation slides, incorporate pictures and video, present slides in a presentation format, and use slide transitions to create polished slide decks. Slides offers a number of customizable presentation themes and master slides for formatting consistency. Users can create a presentation in standard format or 16x9 format, optimized for widescreen displays. Within the presentation, users can perform basic graphics manipulation, including image cropping and bordering. Slides also enables copying of slides from one presentation to the other or the ability to import another presentation's slides in full.



Solution Validation Process 🚖 🖿 File Edit View Insert Slide Format Arrange	Solution Validation Process 🖈 🖿 File Edit View Insert Side Format Arrange Tools Table Help Last edit was 3 hours ago					
+••• • • 7 E Q KI = 9 • \	Background Layout - Theme Transition	*				
1 Control Control Control Control Control Control Control Control C						
		Google				
S December 2015	Google Apps					
Versite starting Versite Vers	Solution Validation Approach					
	A Methodical, Cross-functional Approach to Evaluating Google Apps					
	Presenter: [presenter name]					
	Insert Customer Logo					
Click to add notes						

Google Presentations

4.2.23.4 A solution that is able to read, open, edit, and display standard Microsoft Office product formats.

Yes. Google Drive documents enable users to create artifacts in the native Google formats; convert native Google formats to their Microsoft Office counterpart (e.g. doc, docx, rtf, odt, xls, .xlsx, etc.) with the "download as" feature; convert native Microsoft Office formats to their Google counterpart with the "Upload" feature; and send Google files as attachments by email right from the productivity application. Google's recent acquisition of Quickoffice enables the solution provider to match parity with the Microsoft Office products to 90% with increased/continued parity moving forward.

4.2.23.5 A solution that allows users to copy historical documents, spreadsheets, and presentations from local storage to the solution.

Yes. To upload files to Google Drive, users can select "Upload" and navigate to the files or folders they wish to upload. Users can also drag and drop files into a Drive folder. With both upload methods, Google Drive offers the option to retain the files in the current format (e.g., .docx) or convert it to the corresponding Google format (e.g., Docs).

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.

Yes. Users can access Google Drive documents on any device with an Internet connection, including tablets and smartphones. Options for editing on mobile devices include:

- 1. Through the Google Drive app. The free Google Drive app, available for Android or iOS, enables viewing and editing of all Drive documents.
- 2. Through the web browser. Users can use the mobile version of Drive to view and edit Drive documents.