

Response to Request for Proposal:

Drupal Managed Services #1217185012

Technical Proposal Digital Copy

April 10, 2017



Jeremiah Terhark
jeremiah@webspecdesign.com
515.334.9544
Webspec Design LLC
5907 Meredith Drive
Urbandale, Iowa 50322

3.2.1 Transmittal Letter

Dear Mr. Discher,

Thank you for the opportunity to submit a proposal for the management and ongoing development of the State of Iowa's Drupal website network. Webspec Design looks forward to serving the needs of the State of Iowa.

Why is Webspec Design Unique

Webspec Design is an Iowa company founded in 2001 with a focus on service and quality. Over our 15 years in business, we have completed more than 1,200 projects across both public and private sectors. As a business built on a specialization in LAMP and Drupal development, Webspec Design has grown to become the largest firm of its kind located within our state.

We have assembled an in-house team of over 30 highly experienced and skilled team members. Webspec is an Agile firm that builds and maintains projects of all sizes. These projects range from small initiatives to complex, custom solutions to meet our clients' needs. Webspec is located in Urbandale, approximately 10 miles from the Capitol complex. All Webspec team members are full-time employees, living in the Des Moines area. We are passionate about leading the way in technology and championing open-source development.

Qualifications and Experience

In 2012, Webspec Design was honored to work with Iowa Department of Human Services (DHS) on one of the first and largest projects of its kind: merge seven individual department sites into a new, managed Drupal platform. Webspec successfully managed time, scope, and budget to bring all the DHS departments together to complete the initial build and continues to serve under the direction of DHS to maintain this platform today.

While we are known for our open-source development work, our success on this project and other client work can be attributed to the team's collaboration with our clients. Webspec brings together creative and technical talent to create truly inspirational work; our in-house team includes skilled project managers, talented designers, technical content writers, and user experience experts overseen by Agile methodology. Our team has a long track record of customer service success and is skilled in supporting both technical and non-technical users of our work.

Webspec has been recognized locally, regionally, and nationally for our work in our field and accomplishments as a business. We have been active in the open-source and Drupal communities. Webspec team members have volunteered at and supported regional organizations, such as DrupalCORN, to provide training and education throughout the state.

After the launch of DHS, Webspec has had the opportunity to serve other State of Iowa agencies on a variety of projects. Some of them are referenced in project examples and recommendation letters below.

Drupal as a Managed Service

The collection of approximately 150 existing Drupal websites listed in the RFP represents a good effort towards consistency within the State. Drupal 8 is the next major move forward for the platform and we see this as an important opportunity to collaborate with OCIO and the agencies it supports. Through the engagement with DHS, Webspec Design created several unique Drupal modules related to permissions, workflow, and publication of content. These tools have now had the benefit of real-world use and refinements. They have provided significant value to DHS and would be useful for several other agencies to leverage. Webspec Design is uniquely qualified to strategically design, develop, and maintain the next generation of websites that will benefit the State and its agencies for many years to come. We have reviewed the RFP in depth and are confident that Webspec has the qualifications, talent, and proven experience that this partnership will require.

Please let us know if you have any questions about this response. We appreciate the opportunity and look forward to serving the State of Iowa's web technology needs.

Sincerely,



Jeremiah Terhark, Founder

Webspec Design LLC
5907 Meredith Drive
Urbandale, Iowa 50322

Phone: 515.334.9544

Fax: 888.411.9653

Email: jeremiah@webspecdesign.com

3.2.2 Table of Contents

3.2.1 Transmittal Letter	3
3.2.2 Table of Contents	5
3.2.3 Executive Summary	6
3.2.3.1 Agreement of Terms and Conditions of RFP	6
3.2.3.2 Contractor's Compliance to Specifications of RFP	7
3.2.3.3 Other Pertinent Summary Information	9
3.2.4 Mandatory Specifications and Scored Technical Specifications	11
4.1 Areas of Practice	11
4.2 Relevant Area of Practice	11
4.3 Purpose and Objective	11
4.4 Mandatory Specifications	13
4.5 Scored Technical Specifications	22
3.2.5 Acceptance of Terms and Conditions	37
3.2.6 Certification Letter	37
3.2.7 Authorization to Release Information	37
3.2.8 Firm Proposal Terms	37
Attachment - A: Certification Letter	38
Attachment - B: Authorization to Release Information Letter	41
Attachment - C: Response Check List	43
Attachment - D: Other Pertinent Summary Information - Recommendations	45

3.2.3 Executive Summary

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

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

Webspec Design has thoroughly reviewed the Drupal Managed Services RFP, Amendment One, State of Iowa Modules for Drupal CMS, Drupal Support Requests, Drupal URL List, and the ITQ Contract Terms and Conditions. Webspec Design has read, understands, and agrees with the terms and conditions in the RFP.

Webspec Design has read the entirety of Section 6 and is in agreement with the terms and conditions as outlined in the RFP. These include:

- 6.1 Contract Terms & Conditions: Webspec Design understands, accepts, and agrees in writing the Attachment #4 ITQ Contract Terms and Conditions, without change. All costs associated with complying with the specifications in this RFP and ITQ Contract Terms and Conditions have been included in pricing.
- 6.2 Contract Length: Webspec Design understands and acknowledges that the term of the Contract will begin and end on approximate dates indicated on the RFP cover sheet: 6/15/2017 to 6/14/2018. Webspec Design understands and acknowledges that the Agency shall have the sole option to renew the Contract upon the same or more favorable terms and conditions for up to the number of annual extensions identified on the RFP cover sheet.
- 6.3 Insurance: Webspec Design understands and acknowledges that the Contract will require them to maintain insurance coverage(s) in accordance with the insurance provisions of this Section 6 and of the type and in the minimum amounts set forth below, unless otherwise required by the Agency. Webspec Design currently maintains coverage that meets or exceeds all levels required by the State in Section 6.3.
- 6.4 Terms and Conditions for State of Iowa Purchasing Cards: Webspec Design understands and acknowledges that the State of Iowa shall pay Webspec's invoices using its Purchasing Card Program (Pcard) whenever possible.

Webspec Design will comply and adhere with security measures for Pcard payments including:

- Payment Card Industry Data Security Standard (PCI DSS)
- Fair and Accurate Credit Transactions Act requirements

Webspec Design will:

- Take proper security precautions, including, but not limited to: not writing down card numbers or storing card information and processing phone order transactions during the call to send itemized receipts (excluding card numbers) to the cardholder by fax, email, or mail (with delivery).

- Process payment for items when an order is placed only for items currently in stock and available for shipment, and only for services already rendered.
- Confirm that the name of purchaser matches the name on the card.
- Ensure Internet orders are processed via secure websites, featuring Verisign, TRUSTe, BBBOnline, or “https” in the web address.
- Shred any documentation with credit card numbers.

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

Webspec Design will exceed the specifications of the RFP by aligning with the strategic goals of OCIO to connect Iowa’s citizens, services, and businesses through technology. Webspec Design recognizes that we will be serving multiple stakeholders through the maintenance and enhancement of Drupal websites within the identified State of Iowa agencies.

Our work begins with our lead point of contact, who will serve as the Webspec “product manager” and work closely with the OCIO Program Manager. This relationship with OCIO will be anchored by a daily check-in to assess daily priorities and a summary of what was completed the prior day. Webspec will review what will be worked on in the current day, and any roadblocks faced by the development team.

It is proposed that Webspec Design’s Sprint process will be prioritized around a weekly standing *in-person* meeting with the OCIO Program Manager. The Webspec Product Manager facilitates the weekly check-in and will include members of the Webspec development team as needed. Since Webspec will also be creating an average of two new websites monthly, it is highly encouraged that relevant agency stakeholders are a part of the weekly meetings to provide input.

In reviewing the network of the approximately 150 State of Iowa Drupal websites, we have organized the summary into the three following overarching objectives:

Maintenance and Support of Existing Websites

- Webspec Design has conducted a preliminary review of each of the Drupal sites that exist at the time of this RFP along with the set of modules that have been installed on each. There is limited consistency in the master Iowa Web Template (IWT). There also appears to be a limited consistency in the selection and implementation of the modules used across sites. In many cases, it appears that several different modules (of varied reputation) have been implemented. Many of these modules perform similar duplicate functions. On the whole, this ad hoc strategy leads to increasing inefficiency, maintenance issues, and—in our opinion—is unsustainable.
- The requests in ServiceNow represent a constant flow of requests that need attention. Webspec will closely work with the OCIO Program Manager to organize and prioritize the inbound requests for service and support within the existing network of sites to keep them operational. The Webspec Design service expectation is to organize new requests daily with a confirmation of receipt. Response to normal requests is

expected within 1 business day. The scope of the task would be determined, prioritized, and scheduled for completion within the Sprint cycle.

- Webspec Design will proactively test and deploy updates available for Drupal 7. Core updates will be made across sites on a structured monthly basis as part of Sprint. Modules will receive security updates as they are as available. Non-security updates for modules will be reviewed and updated if they do not break current functionality. Urgent security releases will be tested and deployed immediately upon availability. Webspec Design will ensure the security of each site is maintained and successfully passes internal scans. Webspec Design understands and acknowledges this network of websites are on a variety of internal servers and AWS S3 instances.

Monthly Creation of New Sites

- The Webspec Design development staff currently utilizes Atlassian Bitbucket for our functioning code repository. New projects will also be organized around an Agile development process. Projects begin with a kick off between stakeholders and the Webspec creative team. Webspec takes a data driven approach to analyze traffic and user behavior on the existing website projects.
- Each new website project will receive a weekly check-in to update on the progress of major milestones with the OCIO Program Manager and agency stakeholders. Stakeholder engagement is important to the process and homework will be assigned to both the Stakeholders and to Webspec to report back on progress the following week.
- Until a vision and roadmap is established around Drupal 8, new websites will be based around the Drupal 7 Iowa Web Template. It is recommended to vet and agree on a common set of modules that will be utilized on new sites going forward. Webspec Design will work with OCIO to spin up new AWS S3 instances to test and push new sites live. Each website will receive an overall roadmap and release plan that leads to launch. Upon launch, the website will be added into the maintenance and support pool.

Preparation for Drupal 8 and Managed Drupal Environment

- Much of Webspec Design's technical and creative energy will be focused on establishing a master Drupal 8 environment inspired by the current Iowa Web Template. Under OCIO guidance, Webspec Design would seek to continue to improve and refine this master template for Drupal 8 based on stakeholder feedback and audience interaction.
- The update to Drupal 8 environment provides a fresh start to clean up the existing sites and finalize an approved set of modules that are vetted and maintainable. Webspec Design would wish to share lessons learned and modules built for DHS that may be of value as part of the Drupal 8 environment for other state agencies.
- In planning for the Drupal 8 environment, development decisions will be incredibly important. The RFP mentions consideration for a traditional multi-site Drupal environment. While appealing on the surface, this functionality is not well documented or maintained within Drupal core or the Drupal community and may cause compatibility issues with module updates and in future versions of Drupal. A cleaner approach is to maintain a primary code base in a Git repository that is

consistent across all instances. Webspec Design's collaborative approach to design and development will involve OCIO and stakeholders in making important platform decisions together.

Over the last 15 years, Webspec Design has built a strong reputation for collaborative working relationships with both each other and our clients. These clients include private businesses, educational institutions, city, municipal, county, and state accounts. Our in-house Drupal developers have many years of service to Webspec and have together completed tens of thousands hours of open source development. Webspec Design looks forward to putting our shared knowledge and experiences to work to benefit the State of Iowa.

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

Analysis of Server Environment of Existing Sites

While auditing the Drupal websites Webspec Design would be maintaining for the RFP, it came to our attention that many of the State of Iowa's Drupal websites are currently running PHP 5.3.3. PHP 5.3.3 has not received a security release since August 14th, 2014. Throughout the RFP it has been made clear that security is a top priority for the State. Webspec would propose one of the initial action items in working with the OCIO would be to update all servers to the current, and securely maintained, version of PHP 5.6.

Webspec also noticed the State to be running CentOS, while Webspec can not detect which version, if the State is running CentOS 5 that version of CentOS received its last security release on March 31st, 2017 and would also need to be updated to ensure website security.

Why Webspec Design will be Successful

- Webspec Design is already structured into core Agile project teams that are experienced in providing managed service of existing web properties and the creation of new projects simultaneously.
- We will treat our relationship as a partnership. We will work to ensure that the maintenance needs of today are met, while keeping the long term vision for the platform clearly in view.
- We will not utilize outside contractors. All work will be custom designed specifically for OCIO and the State of Iowa for best results and completed in-office by trained staff. These team members have years of experience in our industry and service to the company.
- We are the leading company in web development as recognized by the Des Moines Business Record in 2016 and in many prior years. Webspec Design is the leader in the state for the number of 5-star customer reviews readily and publicly available on our Google Business page.
- Webspec Design utilizes and regularly updates a cloud-based server architecture that serves the majority of our clients' websites, as well as several dedicated web servers for purpose-built web applications. Our IT department fields a wide range of questions and support requests from our customers and staff on a daily basis.

Webspec holds security as one of our highest priorities and continually updates the software on our infrastructure both on an as-needed basis and as part of a strictly scheduled maintenance policy. Webspec Design maintains configuration layers that facilitate the day-to-day operation of its IT infrastructure. These include web-based server control panels, traffic monitoring services, message deliverability monitoring and network connectivity verification tools.

Additional Client References

Webspec Design takes pride in that we are the best and most reviewed firm in our state for what we do. Three letters of recommendation are provided in the references area. Many additional customer reviews are readily available online on Google and Facebook. Please also see below for some additional letters from notable public and private clients within the State of Iowa.

Letter of Recommendation: Iowa Secretary of State
Contact Name: Michael Ross
Agency: Secretary of State
See: *Attachment - D*

Letter of Recommendation: Capital Crossroads
Contact: Bethany Wilcoxon, Director
See: *Attachment - D*

Letter of Recommendation: Des Moines Public Library
Contact: Greg Heid, Director
See: *Attachment - D*

Letter of Recommendation: Iowa State University, Ames Laboratory
Contact: Kerry Gibson, Electronic Media and Web Author
See: *Attachment - D*

3.2.4 Mandatory Specifications and Scored Technical Specifications

The Contractor shall answer whether or not it will comply with each specification in Section 4 of the RFP. Where the context requires more than a yes or no answer or the specific specification so indicates, Contractor shall explain how it will comply with the specification. Merely repeating the Section 4 specifications may be considered non-responsive and result in the rejection of the Proposal. Proposals must identify any deviations from the specifications of the RFP or specifications the Contractor cannot satisfy. If the Contractor deviates from or cannot satisfy the specification(s) of this section, the Agency may reject the Proposal.

4.1 Areas of Practice

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

1. Infrastructure Administration Services – Implementation, configuration, and ongoing administration of IT hardware and software Infrastructure Administration Services including end user computing, networking, information security, mainframe, and data center systems.
2. Application and Web Development Services – Development, design, configuration, and ongoing maintenance of custom developed applications, web content management systems, and customizable off the shelf software.

Webspec Design has been accepted as a prequalified vendor under the category of Application and Web Development Services under the ITQ #1216185007.

3. Cloud Computing Administration Services – Implementation, development, configuration, and ongoing administration of public, private, or community cloud IT services used by the State of Iowa including Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), and Software-as-a-Service (SaaS) configurations.
4. IT Business Services – Business and financial support services including, but not limited to: Vendor Management; IT Financial Management; Data Analytics and Statistical Analysis; IT Project Management; IT Business Process Management; Enterprise Architecture; IT Assessment Services; and IT Research and Advisory Services.

4.2 Relevant Area of Practice

Application and Web Development Services

Webspec Design has been accepted as a prequalified vendor under the category of Application and Web Development Services under the ITQ #1216185007.

4.3 Purpose and Objective

This RFP is designed to provide Contractors with the information necessary for the preparation of competitive Proposals. The RFP process is for the Agency's benefit and is intended to provide the Agency with competitive information to assist in the selection process. It is not intended to

be comprehensive. Each Contractor is responsible for determining all factors necessary for submission of a comprehensive Proposal.

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

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

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

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

Webspec Design understands that this RFP is designed to provide Contractors with the information necessary for the preparation of this proposal. Webspec intends to deliver a complete proposal outlining a service plan that is catered to the State's needs.

As an experienced Drupal vendor based in the Des Moines area, Webspec is prepared to provide a superior managed services agreement with the State of Iowa for Drupal content management system support and maintenance. Webspec's capabilities will allow them to maintain and enhance existing Drupal websites, create new Drupal websites, and provide system administration and facilitation of Drupal websites within the State of Iowa provided Amazon Web Services and Linux servers.

Webspec understands that the State of Iowa has approximately 150 Drupal websites across many State of Iowa agencies with a demand of approximately two new websites per month. Webspec's experience working with both the State of Iowa Department of Human Services as well as other Drupal websites has prepared them to exceed the State of Iowa's expectations within this managed services contract.

Webspec Design is based in Urbandale, Iowa, and includes a technical team of over 30 in-house employees. Webspec is prepared to provide an adequate amount of dedicated staff members to support the State of Iowa's Drupal needs on a monthly basis. It is proposed that a Webspec Product Manager be the primary point of contact for the OCIO Program Manager. The Webspec technical team will include a ScrumMaster role and team members in development, content strategy, system administration, and user experience. Additional in-house resources will be available to supplement the website development for graphic design and technical content writing.

Webspec has considered the skills required to configure, develop, and maintain Drupal websites, manage the services, site deployments, module and core updates, and security patches. The Webspec team has experience providing these services for other current clients, and each of our team members is comfortable working directly with state agency contacts to gather necessary website requirements and/or business rules. The team at Webspec is prepared to exceed the State's expectations in following necessary OCIO guidelines, best practices, and security requirements.

4.4 Mandatory Specifications

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

Webspec Design is prepared to meet each of the mandatory specifications outlined by the State of Iowa and has indicated so below.

The contractor must:

4.4.1 Have at least three years' of experience providing Drupal website development and system support on a managed services basis.

Yes. Webspec Design has more than three years of experience providing Drupal website development and system support on a managed services basis. Webspec Design has been providing managed services system support for open-source platforms for over 15 years and actively maintains hundreds of systems of varying sizes across a wide range of configurations. Webspec Design has been working in Drupal development since 2009, and some of the ongoing work has included:

Iowa Department of Human Services (DHS)

A client since 2012, Webspec undertook a large project to combine seven DHS websites into a new, dynamic website built on the current, stable version of Drupal. The Webspec team combined content and functionality from these different websites into one cohesive backend to give the DHS a better user experience for users on the front end, more accessibility for their employees to update the content, and a more secure content management system.

Webspec delivered a fully responsive solution that included several layouts, custom navigation, rules administration, and a calendar. The Webspec team worked closely with stakeholders with frequent, regular standing meetings throughout the development process in which Webspec analyzed the needs of both the site administrators and the public, while providing guidance and insights that kept all parties attending fully informed and engaged.

Post-launch, Webspec has maintained DHS as a client on a managed services basis and continues to provide hosting, proactive security monitoring, security and maintenance updates, and additional features as requested.

Des Moines Area Regional Transit Authority (DART)

Webspec Design partnered with DART in the summer of 2013 to build a site that would accommodate the growing transit authority's web-based needs. DART's goals for their new website included being able to offer a welcoming, user-friendly design that was both creative and professional, having the ability to utilize content management tools to easily maintain the site and ensuring that the website could easily scale with the growing future of the transit system.

Webspec's solution for DART included a brand-new site built in Drupal, custom website design, API and app integration, user management, and search engine optimization. Webspec Design's team worked with the marketing department at DART to create a website platform that would grow with ridership and could work with the many web apps that DART provides to their riders. The site went live in the summer of 2014.

Post-development, Webspec has maintained DART as a client on a managed hosting services basis and continues to assist in ensuring the website stays secure and up to date, as well as continuing to provide new features as requested by the DART marketing team.

Des Moines Public Library (DMPL)

Des Moines Public Library turned over managed hosting responsibilities to Webspec Design in January of 2016 after concerns with their original website provider. Webspec was able to accommodate their existing Drupal 7 website and host the website, provide proactive security monitoring, and provide monthly updates to the site core and modules. Webspec has also performed miscellaneous development tasks as requested by the DMPL, helping to meet their evolving needs.

4.4.2 Have at least three current or prior contracting engagements providing Drupal website development and system support.

Yes. Webspec Design has more than three current or prior contracting engagements providing Drupal website development and system support. Webspec has been working in Drupal development since 2009, and a sample of three prior engagements include:

Iowa Department of Human Services (DHS)

A client since 2012, Webspec undertook a large project to combine seven DHS websites into a new, dynamic website built on the current, stable version of Drupal. The Webspec team combined content and functionality from these different websites into one cohesive backend to give the DHS a better user experience for users on the front end, more accessibility for their employees to update the content, and a more secure content management system.

Webspec delivered a fully responsive solution that included several layouts, custom navigation, rules administration, and a calendar. The Webspec team worked closely with stakeholders with frequent, regular standing meetings throughout the development process in which Webspec analyzed the needs of both the site administrators and the public, while providing guidance and insights that kept all parties attending fully informed and engaged.

Post-launch, Webspec has maintained DHS as a client on a managed services basis and continues to provide hosting, proactive security monitoring, security and maintenance updates, and additional features as requested.

Des Moines Area Regional Transit Authority (DART)

Webspec Design partnered with DART in the summer of 2013 to build a site that would accommodate the growing transit authority's web-based needs. DART's goals for their new website included being able to offer a welcoming, user-friendly design that was both creative and professional, having the ability to utilize content management tools to easily maintain the site and ensuring that the website could easily scale with the growing future of the transit system.

Webspec's solution for DART included a brand-new site built in Drupal, custom website design, API and app integration, user management, and search engine optimization. Webspec Design's team worked with the marketing department at DART to create a website platform that would grow with ridership and could work with the many web apps that DART provides to their riders. The site went live in the summer of 2014.

Post-development, Webspec has maintained DART as a client on a managed hosting services basis and continues to assist in ensuring the website stays secure and up to date, as well as continuing to provide new features as requested by the DART marketing team.

Department of Public Safety

In 2015, Webspec Design worked with the Department of Public Safety to create an online database lookup and registration application tool called IowaCodeDiagnostics.com.

On June 1st, 2014, the State of Iowa implemented the 2012 International Energy Conservation Code with Iowa amendments through Iowa Code 661 Chapter 303, State Building Code – Requirements for Energy Conservation in Construction. As part of the new 2012 International Energy Conservation Code, blower door testing is required to demonstrate residential building infiltration rate of no more than 4 ACH50 on all new housing starts. As part of the implementation of this regulation, Webspec Design created an online application system for contractors within the State of Iowa to register with DPS. On DPS approval of the applications, the general public can search on the website for contractors that are within a specific mile radius or by company name.

This solution for the Department of Public Safety was completed on time, scope, and budget in under 30 days from beginning to launch and is maintained in a managed Drupal environment today.

4.4.3 Provide three references from previous Drupal website development and system support engagements.

Yes. Webspec Design has included three Drupal website development and system support engagement references below.

Company/Organization:

Iowa Department of Human Services (DHS)
Contact: Brenda Freshour-Johnston, Information Specialist
Phone Number: (515) 725-2600
Email Address: bfresho@dhs.state.ia.us
Address: 1900 Carpenter, Des Moines, IA 50314
URL: dhs.iowa.gov



Company/Organization:

Lepic-Kroeger, Realtors
Contact: Jeff Edberg, CCIM, SIOR, Broker Associate / Owner
Phone Number: (319) 331-6187
Email Address: jeff@icrealestate.com
Address: 2346 Mormon Trek Blvd, Iowa City, IA 52246
URL: www.lkrinfo.com



Company/Organization:

Department of Public Safety,
State Fire Marshal's Office, Building Code Bureau
Contact: Dave Ruffcom AIA
Phone Number: (515) 725-6145
Address: 215 East 7th Street, Des Moines, IA 50319
Email Address: ruffcom@dps.state.ia.us
URL: www.iowacodediagnostics.com



4.4.4 Support OCIO websites remotely via the OCIO enterprise VPN solution using the Cisco AnyConnect client and RSA token assigned to each individual user. (In some circumstances a LAN to LAN connection to the OCIO VPN may be appropriate but would be evaluated on a case by case basis.)

Yes. Webspec Design has experience supporting websites for other customers who also require remote connections via VPN and RSA token assignment systems including Cisco AnyConnect.

For example, Webspec had a similar support engagement when working with Woodharbor Custom Cabinetry based in Mason City, Iowa. Using the Cisco AnyConnect desktop client, we established a secure connection through which we logged into their web server to update and maintain their website, as well as provide server configuration and support to their in-house server.

This experience makes Webspec more than capable of providing this setup for any and all organizations through the State of Iowa's Drupal Managed Services system. If changes need to be made, Webspec Design is extremely flexible and can update and maintain sites in a variety of ways besides VPN including: SSH, Remote Desktop, and SFTP.

4.4.5 Supply computers, software, and other necessary equipment required to provide remote Drupal website development and system support.

Yes. Webspec Design is prepared to supply computers, software, and other necessary equipment required to provide remote Drupal website development and system support to the staff at Webspec Design that will be completing the State's managed services contract. We currently have office space located in the Des Moines area, with a fully functioning team already in place to provide the services as required in this contract.

4.4.6 Supply a single point of contact for OCIO daily interaction – to provide status on website support, resolve issues, and/or other necessary interactions between OCIO and the Contractor.

Yes. Webspec Design is prepared to supply a single point of contact for OCIO daily interaction, including, but not limited to, website support, issue resolution, and/or other necessary interactions.

This point of contact will be an experienced Drupal Product Manager from the Webspec Design team provided to work with the State of Iowa throughout the managed services contract.

4.4.7 Develop and maintain websites that comply with Web Content Accessibility Guidelines (WCAG) 2.0 levels A and AA as Iowa's standard for website accessibility.

Yes. Webspec Design has a long history of implementing projects that are accessibility compliant, and has developed strategies for consistent implementation.

One example of a website in which Webspec has provided accessibility is Webspec's past work with the Iowa Department of Human Services (<https://dhs.iowa.gov/>), which was developed in 2012 after a competitive RFP bid. Webspec worked with the Department of Human Services to bring together seven program websites into one with a common look and logical navigation structure that would be accessible for all visitors.

Other possible features (but not limited to) Webspec considers when creating websites that comply with Web Content Accessibility include:

- Designing with proper color distinction
- Including human readable sitemaps
- Accounting for keyboard-only usage
- Providing alt text on website images
- Ensuring visitors have time to read all website content
- Ensuring website features would not incite seizures
- Ensuring content and pages work in predictable patterns
- Maximizing compatibility with assistive technologies

Webspec Design is prepared to work with any agencies contained under this managed services RFP to help ensure they are implementing best practices, and ensure that all sites set-up per this managed services contract will meet or exceed accessibility requirements.

Also, Webspec Design is aware of the impending changes to the Web Content Accessibility Guidelines to be published in 2018 and will work with the State to get ahead of these changes and ensure continued compliance.

4.4.8 Develop and maintain websites that comply with Iowa Enterprise Standards as outlined on OCIO's website (<https://ocio.iowa.gov/standards>).

Yes. Webspec Design has experience utilizing the Iowa Enterprise Standards as outlined on OCIO's website. Following these standards was a crucial step while working with the State of Iowa on the Iowa Department of Human Services website and Webspec met and exceeded all expectations of stakeholders ensuring that the website not only was developed accurately, but that audits were performed on an ongoing basis to ensure that the website continued to meet standards after initial website launch.

In a similar fashion, Webspec is prepared to perform these same tasks for websites managed under the State of Iowa's managed services contract. Webspec is confident that this past experience will ensure a smooth execution for all sites moving forward and that all websites will be developed in compliance, as well as maintained in the same manner.

4.4.9 Develop and maintain websites that are mobile responsive and contain optimized search engines where applicable.

Yes. Webspec Design has been providing responsive design services since 2011 making us one of the earliest adopters of the practice in the industry. Webspec Design has completed hundreds of websites that are mobile responsive. Webspec Design is prepared to deliver an optimal responsive experience for each website developed under the State of Iowa Managed Services contract.

Webspec Design has been nationally recognized for our search engine optimization work and has been awarded and shortlisted for multiple US Search Awards. Webspec Design will ensure that each website built is created with up-to-date search engine considerations in mind. Pages will be set up for the ability to enter in title tags, meta descriptions, and keywords. Images will be configured for the ability to enter in titles, descriptions, and alternative text. Webspec will also ensure that 301 redirects are put in place where necessary to avoid 404 Page Not Found errors. After the launch of each website, Webspec Design will help install Google Analytics and Search Console to track ongoing user engagement and site health.

4.4.10 Have demonstrated experience with actively remediating and improving application information security flaws within Drupal sites.

Yes. Webspec Design has demonstrated experience with actively remediating and improving application information security flaws within Drupal sites. Webspec has over eight years of experience performing custom Drupal design and development as well as maintaining and securing Drupal systems. Ongoing Drupal clients include the State of Iowa, Des Moines Area Regional Transit Authority (DART), Lepic-Kroeger, Realtors, 801 Grand, and the Des Moines Public Library, among others.

Webspec always builds to best practices, and updates often, including practices such as using a scanner to proactively test website security to identify security bugs if they exist. Our developers make it a habit to submit bugs back to module developers with proposed fixes so future releases can include suggested fixes and ensure the health of the Drupal ecosystem.

4.4.11 Provide project documentation, including charters, requirements, user stories, project plans, project status, and technical specifications.

Yes. For each website project the State of Iowa presents to Webspec Design, the project team will begin with a short discovery phase to outline the individual project's needs. Within this discovery phase, both charters and requirements will be established, user stories will be discussed and written out, and as a result of this, project plans will be established and provided to the State of Iowa. Project status will be provided on a weekly basis to the State of Iowa, but the State can always request additional touchpoints if it is of importance to the particular project.

At the end of each project, detailed notes on the project and its technical specifications will be recorded and shared with the State of Iowa for proper recordkeeping.

Webspec Design understands the State's security concerns and will always communicate openly, ensuring that features, such as Drupal modules, will be identified for use and fully vetted to meet the needs of the State prior to any implementation.

4.4.12 Provide regular status reports, which will include (but not be limited to) milestones, tasks completed, test results, risks, issues, planned and actual budget information.

Yes. Webspec Design's clients are provided regular status reports on an ongoing basis. As a result, Webspec has experience working with individual clients to refine communication plans that are appropriate for each of their needs as projects are started, milestones completed, and test results, risks, or issues are discussed.

Proper planning with clients is essential to ensure that planned and actual budget information is considered every step of the way. Webspec can be relied on for execution of this communication from the beginning to the end of every project.

Webspec Design would propose using a Project Management tool (ServiceNow as the State proposes would meet this need) to seamlessly share ongoing communication with the State of Iowa and respective agencies involved in the Managed Services contract. Webspec often utilizes, and recommends a professional project management tool such as Asana or JIRA, but our project teams are flexible to use what those within the State are comfortable with implementing or are already currently using successfully.

Within this project management software, the Webspec team would partner with the State of Iowa to create timelines with milestones. Once milestones are established, the project team would break each section into various tasks with deadlines that would need to be completed to reach those milestones.

As tasks are completed, Webspec will identify risks and share them actively with the State to ensure that they do not create roadblocks for completion. All budgets and timelines will be proactively shared with the State as well as updated on an ongoing basis to ensure that lines of communication remain open among all parties.

Upon completion of each project, Webspec will conduct a retrospective meeting to evaluate if there are specific improvements that can be identified to complete future projects in a more efficient manner. This will help the relationship between project teams from Webspec and the State of Iowa to provide better products for those needing them, and to complete them in the most timely manner possible.

4.4.13 Participate in routine and ad hoc meetings as requested by the State of Iowa associated with planning, maintenance, oversight, performance and management of State Drupal sites.

Yes. Webspec Design is prepared to participate in routine and ad hoc meetings as requested by the State of Iowa associated with planning, maintenance, oversight, performance, and management of the State Drupal sites. Typically, Webspec recommends a weekly standing meeting with stakeholders and the addition of ad hoc meetings as required by individual projects.

Webspec Design is located centrally in Urbandale, Iowa and is happy to work with staff at the State of Iowa to determine if these meetings should be held at the Webspec Design offices or at the State's offices or via phone, video conference or combination of all of the above. Location of meetings can change dependent on parties involved and the end goals of each meeting.

4.4.14 Work directly with State of Iowa Drupal site owners to manage, improve, and update website content, development new sites, and manage the lifecycle of Drupal sites.

Yes. Webspec Design is prepared to work directly with State of Iowa Drupal site owners to manage, improve, and update website content, develop new websites, and manage the lifecycle of Drupal sites. While we fully intend that our Product Manager be the primary contact with the OCIO Program Manager, each member of our project team has experience working directly with clients to complete and/or update websites to their project specifications and needs, and is comfortable holding in-person meetings, communicating via email and/or phone, and using the PM tool to keep site owners informed about website progress. Webspec looks forward to learning more about the needs of the State of Iowa Drupal site owners and helping create relationships that are successful for all parties.

4.4.15 Support Drupal systems on Linux and on Amazon Web Services including all support tasks needed to maintain, monitor, update, and otherwise support PHP, Apache, and MySQL.

Yes. Webspec Design is entirely a Linux, PHP, Apache, and MySQL development firm; therefore, project teams have extensive experience in supporting these platforms. Webspec has experience working with a wide variety of hosting solutions including: Virtual Private Dedicated Servers, Dedicated Servers, Cloud Servers (including Amazon Web Services.) Webspec currently maintains managed hosting environments for over 400 websites, and therefore has strong experience proactively monitoring and maintaining hosting environments to ensure uptime standards are maintained and any issues are resolved in the most timely manner possible.

4.4.16 Support State of Iowa Drupal website ecosystems including all website software and website system components above the operating system under the direct instruction of the State of Iowa and in compliance with evolving State of Iowa guidelines, policies, and procedures.

Yes. Webspec Design has experience maintaining and updating sites throughout their life cycle, as well as managing the operating systems underpinning the websites. Webspec Design would also look to help the State of Iowa establish guidelines, policies and

procedures that exceed operational and security standards in the industry. Through Webspec's 15 years in business, the firm has had experience in adapting to the changing standards of the internet and project teams are able to adapt quickly to meet any new requirements presented to fulfill needs that will occur over the life of the contract. Webspec has the variety of technical skills already in place to address website software, website components, as well as operating system support throughout the life of the contract.

4.5 Scored Technical Specifications

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

4.5.1 Describe your firm's experience in providing Drupal website development and system support on a managed services basis using technologies required by this RFP, including Drupal, LAMP stack (Linux, Apache, MySQL and PHP), and Amazon Web Services (AWS).

Be specific as to which versions of the technologies with which you are experienced (example, Drupal versions 6-8).

Webspec Design has extensive experience providing Drupal website development and system support on a managed services basis. Webspec has over eight years of experience performing custom Drupal design and development as well as maintaining and securing Drupal systems. Ongoing Drupal clients include the State of Iowa (Department of Human Services), Des Moines Area Regional Transit Authority (DART), Lepic-Kroeger Realtors, Principal Financial Group, Jones Lang LaSalle, Des Moines Public Library, among others. During Webspec's extensive experience with Drupal, the team has worked with Drupal starting with Drupal 5 and moving to versions Drupal 6, Drupal 7, and Drupal 8 as they became available.

With demonstrated experience actively remediating and improving application information security flaws within Drupal sites. Webspec always builds to best practices and updates often, including practices such as using a scanner to proactively test website security to identify security bugs if they exist.

Webspec is entirely a Linux, PHP, Apache, and MySQL development firm, and project teams therefore have extensive experience in supporting these platforms. Webspec has experience working with a wide variety of hosting solutions including: Virtual Private Dedicated server, Dedicated Servers, Cloud Servers (including Amazon Web Services S3, EC2, Glacier among others.) Webspec currently maintains hosting environments for over 400 websites, and therefore has strong experience proactively monitoring and maintaining hosting environments to ensure uptime standards are maintained and any issues are resolved in the most timely manner possible.

Webspec has considered the skills required to configure, develop, and maintain Drupal websites, manage the services, site deployments, module and core updates, and security patches. The Webspec team has experience providing these services for other clients. While Webspec proposes the Webspec Product Manager function as the primary point of contact with OCIO, each of our team members is comfortable working directly with state agency contacts to gather necessary website requirements and/or business rules. The team at Webspec is prepared to exceed the State's expectations in following necessary OCIO guidelines, best practices, and security requirements. Made up of over 30 employees in Urbandale, Iowa, Webspec will support the State of Iowa's Drupal needs on an ongoing basis with a dedicated project team of experienced Webspec Design employees.

4.5.2 Provide examples of three Drupal website development and system support engagements you have successfully completed on a managed services basis.

Your response should include but is not limited to:

- *A detailed explanation of the engagement*

- *A detailed explanation of engagement scope and complexity*
- *Contract Value*

Iowa Department of Human Services (DHS)

URL: <https://dhs.iowa.gov>

Platform: Drupal 7

Contract Value: \$325,197.50 as of March 14, 2017

Engagement

Webspec Design was chosen out of several web development firms to work with the State of Iowa on their Department of Human Services website in 2012. After utilizing a custom-made CMS for eight years, DHS sought a vendor to help them build a new, dynamic website built on the current, stable version of Drupal. Through this, they also hoped to bring together seven program websites into one with a common look and navigation.

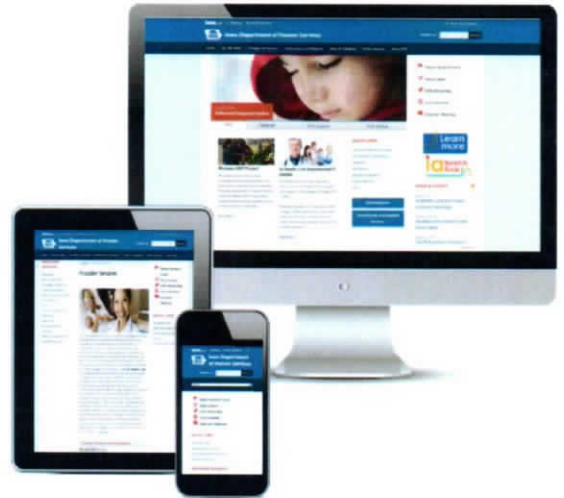
The Webspec team combined content and functionality from these different websites into one cohesive backend to give the Iowa DHS a better user experience, more accessibility for their employees to update the content and a more secure content management system.

After launch of the newly built website, Webspec continues to provide managed services support through hosting, backups, security and maintenance support and any miscellaneous requests that may come up.

Scope & Complexity

The Drupal website that Webspec designed and developed for the State of Iowa has over 1,000 pages of content with hundreds of user logins. The State needed a website that would accommodate these users wherever they needed to access the site. The website itself is completely administrable by the DHS team and managed hosting services have been provided by Webspec Design since the website's launch. Features of this website include:

- Responsive design and development with customized page layouts, fully customizable menus, printer-friendly views and content blocks
- All designs are Section 508 and WCAG 2.0 compliant
- Audience-targeted navigation strategy grouping content by service and by program
- Full-featured Google Maps integration including location search, nearest locations, filtering by services provided, contact information and driving directions
- Comprehensive role-based access control system for users, including fine-grained access for users at different levels with a review/approval system on content



- Custom module to replace existing files instead of giving them incrementing file names as Drupal does by default
- Robust news system with rich editing interface and RSS feeds
- Flexible events calendar with multiple views, categories, and ICS feeds
- Training (Courses, Quizzes) administration and delivery system
- Capability for users to subscribe to content on the site and be notified of updates
- Data import of Administrative Rules documents with filterable views
- Detailed user guide for site administrators

Des Moines Area Regional Transit Authority (DART)

URL: <https://www.ridedart.com>

Platform: Drupal 7

Contract Value: \$70,921 through March 2017.

Engagement

Webspec Design partnered with DART in the summer of 2013 to build a site that would accommodate the growing transit authority's web-based needs. DART's goals for their new website included being able to offer a welcoming, user-friendly design that was both creative and professional, having the ability to utilize content management tools to easily maintain the site and ensuring that the website could easily scale with the growing future of the transit system.



Webspec's solution for DART included a brand-new site built in Drupal, custom website design, API and app integration, user management, and search engine optimization. Webspec Design's team worked with the marketing department at DART to create a website platform that would grow with ridership and could work with the many web apps that DART provides to their riders.

After launch of the new website, Webspec continues to provide managed services for DART including: hosting, backups, active security monitoring, monthly security and maintenance updates, and a variety of new website features.

Scope & Complexity

DART's website needs were complex, but Webspec was fully able to accommodate the needs they presented. Features of the website scope included:

- Fully responsive design and development with custom page templates, custom blocks, custom icons, and custom sliders
- Robust user roles and permissions, customizable navigation, font size changer, and client editable forms

- Automatic generation of HTML tables of each route (using Google data provided by DART)
- Full site search
- < 0.5 seconds time to first byte (cache optimization)
- Real time data feed developers API
- News/alerts, zoom and pan service maps, and countdown to 5,000,000 riders dynamic bar (not visible currently)
- Integration with 3rd party services such as maps, route data, trip planner, alerts, careers
- Google Translate capability
- Editorial workflow (draft, review, published)
- Local, staging, and production servers
- Ongoing managed services (include monthly security updates, hosting, and automatic backups)

Lepic-Kroger, REALTORS®

URL: <http://www.lkrinfo.com>

Platform: Drupal 7

Contract Value: \$102,685 through March 2017

Engagement

Webspec Design created a custom Drupal theme for Lepic-Kroger, REALTORS® to help manage their real estate needs. The theme, which is fully responsive, allows for clients to browse listings, save properties, and learn more about Lepic-Kroger, REALTORS® all from one central website.



After launching the new website, Webspec has continued to provide managed services for Lepic-Kroger including: hosting, backups, monthly security and maintenance releases, updates to the RETS property listing system, and other website features as requested.

Scope & Complexity

Lepic-Kroger, REALTORS® required a robust website to fit their needs. Webspec was able to meet and exceed expectations with a custom Drupal project. Features of the website scope included:

- Custom developed Drupal modules and homepage slider
- Custom developed page templates with custom print templates and print page functionality
- Editable content areas on homepage with editable webforms and hero images

- Multiple user roles and permissions
- Public signup with dedicated role
- Blog
- Custom RETS integration
- Ongoing managed services (including updates, maintenance and hosting)
- Pages created from third party data
- Mortgage calculator integration
- Agent pages, directory, and custom agent search
- Property Listing Features
 - Property search (type, beds, baths, price)
 - Property display (photos, location, description, map, beds, baths, price, documents)
 - Share listings
 - Save properties
 - Message agents about saved properties
 - Agent property listings
 - Open houses
 - New property alerts

4.5.3 Describe your firm's competencies, expertise, and/or certifications in providing Drupal website development and system support on a managed services basis.

Your response may include, but is not limited to, the following:

- *Drupal certifications and/or competencies*
- *LAMP stack or AWS certifications and/or competencies*

Webspec Design has been working in the Drupal CMS system since 2009 starting with Drupal 5. We have tens of thousands of hours of Drupal development experience and have completed projects for clients of all sizes. Webspec is recognized for its expertise in the Drupal field having presented and led at Drupal conferences. Webspec invests in certifications and ongoing training for employees in the areas of Drupal, Scrum & Agile, WCAG, AWS/S3, various Google platforms, among other areas.

Webspec's development team uses the Drush configuration and administration tool on the Linux command line to perform Drupal core updates and module updates in testing for fast installation with backups of current versions. The team saves all Drupal Views to PHP code instead of the database for greater portability across Drupal installs and deployment environments. When the team does work with Drupal's MySQL database, we make extensive

use of the Drupal database API to abstract and secure our database interactions. Webspec also maintains an exhaustive list of Apache modules both necessary and useful for Drupal and its modules' optimal performance.

Webspec's development team has written several purpose-built modules that provide functionality tailored to the business needs of our website development clients. The team has also given back to the Drupal community wherever possible, in the form of pull requests, bug reports, user support and conference talks. We presented a comprehensive case study of the Iowa DHS website at the 2014 DrupalCorn conference. At the following year's DrupalCorn, we presented on ways to integrate a Drupal website into an overall marketing strategy and best practices for overcoming search engine optimization challenges within the platform.

Webspec continues to provide managed services to a large variety of customers including small, medium and large businesses, and government properties including municipalities and the State of Iowa. The managed services provided vary by client but include: hosting (VPS, Dedicated and AWS), security and maintenance updates, security monitoring and remediation, new feature development and support and training requests. Webspec prides itself on providing complete solutions from development to hosting to security and maintenance with all of our clients big or small.

4.5.4 State of Iowa uses ServiceNow for its help desk ticketing system. Describe your firm's experience using ServiceNow and/or other incident ticketing systems.

Webspec has experience implementing a variety of ticketing systems, and is amenable to using the ServiceNow platform that the State of Iowa currently uses. Webspec takes requests as they come and helps assign due dates and priorities based on the tickets currently in the queue. If additional questions or comments are needed we can facilitate inside or outside of the ticketing system, but will make sure that the outcomes of all conversations are documented inside the ticketing system to ensure there is a single source of all information relating to all requested tasks.

Webspec Design will work with the OCIO Program Manager and the state agencies to continually improve this communication and workflow throughout the life of the contract to ensure requests are completed as timely as possible. This would include trainings and information on what makes a complete request, to help limit the back and forth and streamline task completion. Webspec looks forward to working with the State to implement a robust and effective ticketing system.

4.5.5 Provide details of your firm's support model.

Your response may include but is not limited to:

- *Response time based on level of criticality (for example, 1 hour response time for critical applications)*
- *Support window options (for example, business hours, 24/7, etc.)*
- *Organizational structure*
- *Project management methodology*
- *Software development life cycle*

- *Location and time zone(s) of the support team(s)*

All of Webspec Designs' work is done in-house at our Urbandale office location. Webspec is able to provide ongoing technical assistance, customer service, and training. Regular support is available to assist with technical or customer service issues from 8:00 a.m. to 5:00 p.m. Central Standard Time, Monday through Friday through the Webspec office. After-hours support is available and the appropriate parties from the State of Iowa will be provided an email and phone number to contact us outside of office hours for emergency situations.

Response time expectations for severe/critical fixes are within one hour, normal and low priority requests are within one business day.

Webspec would propose working in one or two week Sprints. Webspec would propose to work with the State's Program Manager and agencies to prioritize requests based on severity and to create standard turnaround time expectations for requests of varying sizes and severity that are amenable to both the state and Webspec Design.

Webspec understands that creating uniformity across State agencies where possible will help improve the software development life cycle of the Drupal platform. Webspec would propose streamlining certain modules for consistency across the state, for example, getting as many agencies to use the same calendar system as possible. This would allow for Webspec to use ideas from one agency and roll them out to other agencies, making a more robust calendar over time that all agencies can benefit from. This approach capitalizes on the different needs and requirements from different agencies and uses them to the benefit of the State's Drupal initiative. Leveraging the ideas and needs of many to make superior features is a way that Webspec will improve the support services provided to the State.

4.5.6 Describe your firm's competencies, expertise, and/or certifications in providing customer software security enhancements and remediation including, but not limited to:

- *Work with website scanning tools*
- *Tracking, remediating, and testing evolving security threats*
- *Work with federal, state, and industry security compliance controls and frameworks such as HIPAA, NIST 800-53, FedRAMP, IRS Pub 1075, and others.*

Webspec Design takes website and server security seriously. Webspec follows industry reports, blogs and other services to stay up on the ever changing threats that pose risks to websites and Linux environments. Webspec holds monthly internal team development days to ensure all technical staff is aware of the changing security landscape and are actively tracking, testing and remediating security threats as they present themselves.

Webspec has experience with a variety of website scanning tools, most recently using Comodo Hackguardian that runs over 60,000 individual security tests on a website and server to check for security loopholes. Webspec is familiar with the various security outlines and FedRAMP providers that are laid out through various government documentation. These documents provide a strong base of security standards that are helpful in building security compliance controls. Webspec works to meet or exceed all security standards laid out in these documents.

Webspec employs specific countermeasures against security threats in our coding standards and development practices. These include: protection against click-jacking using anti-iframe HTTP headers, SSL certificates using TLS 1.2, strict SQL query formatting using prepared statements with parameterized queries, denying code execution inside file upload directories, and IP-restricted SSH access. Each Drupal instance on our servers is isolated from all of the other instances to ensure that hosting account permissions are never able to extend past the account's own directory subtree.

Webspec recognizes that government can be slow to adopt new standards and is committed to sharing the best security solutions with the State of Iowa as they become available. Then working with the State to make a plan of action to implement new standards that result in the best possible security outcomes for the State.

4.5.7 Describe your firm's code deployment process, including the deployment from one environment to another (i.e. DEV to TEST, TEST to PROD), and what automation processes are used for deployment.

Webspec Design is amenable to whatever code deployment process the State prefers. However, our team would propose a development copy, a testing copy (a clone of production with the latest updates that have not been pushed live), and a production copy of each website.

The team at Webspec prefers to use Git to keep a history of all changes on each site and for rapid deployments. Git also provides the ability to rollback to previous versions of the site instantly, should the need arise. Using Git would also allow us to show state agencies different features and work on multiple large scale features at once by being able to add and remove feature sets quickly on both Test and Production.

Webspec would also propose the creation of a Drupal Core repository, to have a single instance of Drupal Core code maintained and running across all versions of State of Iowa sites. This uniformity would ensure the ability to rapidly deploy security releases and help streamline development across all agency sites, thus reducing the amount of time it takes to turnaround agency requests. Once a Drupal Core repository exists, unit tests and functional/acceptance tests could be implemented to ensure platform reliability and automatic detection of broken website functionality.

Webspec is capable of using automated deployments using Jenkins CI to instantly deploy updated code after all test suites have run and passed. The team can also accommodate a hands-on deployment workflow where changes are scheduled and deployments performed with a single command on the production server. Webspec would propose a hybrid approach where development-to-testing deployments use a continuous integration solution, while testing-to-production deployments are performed by hand at regularly scheduled releases.

Webspec is confident it can produce a deployment process that provides for adequate testing by the state agencies when rolling out new features, as well as rapid deployment forwards or backwards to address security and/or functionality needs of the different website properties. This solution will continue to help allow the State to scale additional websites while remediating concerns about security and functionality updates.

4.5.8 Describe your firm's competencies and expertise in working with website owners to manage, improve, and update content.

Webspec Design works with each client to create a content execution and management strategy, customized to their industry, target users, and business needs. This provides the roadmap for the design, accessibility, and user experience and gives stakeholders the tools they need post launch to update and maintain content to serve the needs of their target audiences and maintain accessibility.

At the beginning of each discovery phase, the Program Manager and agency representatives collaborates with our team of technical content specialists and the creative team to establish overarching goals and needs for the website. Through these discussions, user personas and paths are developed and a sitemap is constructed so that it serves the website's unique target users. Content elements are prioritized to establish what information is most important to the user. All work is completed in house and our content is no exception; we have a team of technical content specialists available for strategic consultation and planning throughout the contract. Webspec Design will manage, update, and help agencies improve their content. Webspec would also propose training appropriate stakeholders on how they can use the system to strategically manage, update, and improve content themselves on an ongoing basis and how they can maintain accessibility and search engine optimization in future updates.

In addition to providing direction on content strategy and management, Webspec Design has technical content writers on staff and is available for content creation and editing on a per hour basis noted in the cost proposal.

Prioritizing a collaborative approach between all members of the creative team, the design and development team will utilize the strategic content roadmap to ensure that each website is built to deliver the content with the target audience's needs in mind, both visually and structurally.

4.5.9 Provide letters of reference from three (3) current or previous customers or clients knowledgeable of the Contractor's performance in providing Drupal website development and system support, in the manner described in this RFP. Please include a contact name and phone number for each reference.

1. Letter of Recommendation: Iowa Department of Human Services (DHS)

Contact Name: Brenda Freshour-Johnston, Information Specialist

Phone Number: (515) 725-2600

Address: 1900 Carpenter, Des Moines, IA 50314

Email Address: bfresho@dhs.state.ia.us

URL: www.dhs.iowa.gov

Services: Website Design & Development, Managed Hosting

Letter on following page.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

March 16, 2017

Dear Sir or Madam:

I am writing in enthusiastic support of Webspec Design. The Iowa Department of Human Services (DHS) has contracted with Webspec Design since May 2012. At that time our aged website was in desperate need of a redesign.

The DHS website redesign was a total departure from our old site. This included meeting the Governor's website standards (put in place in 2012), updating to our new branding, and changing from program-based to an audience-focused structure; all while wrangling our 2,000+ html pages.

Webspec Design built the new audience based structure with features such as our front page mini panels to bring all of our lines of business under the DHS umbrella while still allowing for individual program autonomy. You may view these at dhs.iowa.gov; the tabs directly under the picture change the content to give the user program information prior to leaving the front page.

Throughout the redesign, their business process was nimble enough to adjust to changing needs as the development process evolved. For example, DHS needed a way to replace files with the exact same name on our sites without using a third party tool. Webspec Design custom created a solution for us that works great while meeting our department's restrictions.

Webspec Design continues to host, complete security updates, refresh, troubleshoots, and backup the DHS website. They continue to be responsive to our unique requirements.

DHS is greatly satisfied with the level of services provided by Webspec Design and would strongly recommend them for any online project. Please feel free to contact me with any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Brenda Freshour-Johnston".

Brenda Freshour-Johnston
Information Specialist
Iowa Department of Human Services
1305 E. Walnut Street
Des Moines, Iowa 50319
bfresho@dhs.state.ia.us
515-725-2046

1305 E. Walnut Street, Des Moines, IA 50319-0114

2. Letter of Recommendation: Department of Public Safety, State Fire Marshal's Office, Building Code Bureau

Contact Name: Dave Ruffcom AIA

Phone Number: (515) 725-6145

Address: 215 East 7th Street, Des Moines, IA 50319

Email Address: ruffcom@dps.state.ia.us

URL: www.iowacodediagnostics.com

Services: Drupal Website Design & Development, Managed Hosting

Letter on following page.

Terry E. Branstad
Governor
Kim Reynolds
Lt. Governor



Roxann M. Ryan
Commissioner

July 21, 2015

Mr. Jeremiah Terhark
Webspec Design LLC
1507 Meredith Drive
Urbandale, Iowa 50322

Dear Jeremiah:

Webspec Design did an outstanding job on the new, IowaCodeDiagnostics.com website. You and your people took the state website specifications and produced an interactive website in less than 30 days, all for my budget price. Your staff is courteous, responsive and handle any changes or requests within hours. Thanks for your help and for taking a personal interest in my project website.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Ruffcom".

Dave Ruffcom AIA
Construction/Energy Engineer
State Fire Marshal's Office
Building Code Bureau
ruffcom@dps.state.ia.us

IOWA STATE BUILDING CODE BUREAU

DIVISION OF STATE FIRE MARSHAL • 215 EAST 7th STREET • DES MOINES, IOWA 50319 • 515-725-6145
Integrity • Pride/Professionalism • Teamwork • Commitment • Service

3. Letter of Recommendation: Lepic-Kroeger, Realtors

Contact: Jeff Edberg, CCIM, SIOR, Broker Associate / Owner

Phone Number: (319) 331-6187

Email Address: jeff@icrealestate.com

Address: 2346 Mormon Trek Blvd, Iowa City, IA 52246

URL: www.lkrinfo.com

Letter on following page.



LEPIC-KROEGER, REALTORS®

2346 Mormon Trek Blvd | Iowa City, IA 52246 | 319.351.8811 | www.lepickroeger.com

March 25, 2017

Re: Webspec Design Services

Dear Sir or Madam:

I have been a real estate broker for 40 years and have had several professional websites. I have also had the opportunity to watch this industry blossom from infancy and watch the evolution of websites in general from simple business bill boards to real information systems.

Four years ago, I was due to replace my aging real estate broker website. I wanted an innovative and informational site, but I really wanted a design that would distinguish itself from other, stock or even boring sites. I started my search by looking at finished sites for real estate brokers across the county. I found some sites that were authored in Des Moines that were innovative, unique, helpful but not so outlandish that they wouldn't last. I found the copyright at the bottom of these sites was often one company: Webspec Design Services.

I contacted Webspec for some ideas and they actually listened to mine and incorporated my industry expertise with their design and web savvy expertise. They provided a site with a simple, yet innovative design that was meaningful and easy to navigate. The site also had a highly technical back end database feature to present current real estate listings combined with a structure that naturally, and organically boosted my SEO performance because of the design. Due to the design of the site, I am always on the front page and usually number one or two in not only Google Places, but the organic section of Google Search as well.

Soon after this experience my company also wanted to remake our image and looked again to Webspec Design Services to do for my company, Lepic-Kroeger, Realtors, the same thing they have done with me. Webspec sent a team to my company in Iowa City, toured and understood the company, then came back with a classy yet innovative website that presents our image well. The site, I understand, is written in a tool called Drupal, which is invisible to us, but works very well. The tool also allows us limited access to the site content at our company so we can make routine changes in copy and personnel without the danger of making some mistake in the actual coding of the site.

We are very happy with the pricing, professionalism and responsiveness of Webspec Design Services and recommend them as web site developers. I also found that they will host the site and perform other, related computer and marketing services for reasonable fees. We use

Letter continued on next page.

them, we benefit from using them, and we will continue to use them to project the image we have earned in our market place.

Sincerely,



Jeff Edberg, CCIM, SIOR
Broker Associate / Owner
Lepic-Kroeger, Realtors
www.icrealestate.com
www.lepickroeger.com

3.2.5 Acceptance of Terms and Conditions

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

Webspec Design acknowledges and accepts the ITQ Contract terms and conditions, as well as the RFP terms and conditions, included as Attachment 6, without change.

3.2.6 Certification Letter

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

Attachment #1 (Certification Letter) is signed and included below as Attachment - A.

3.2.7 Authorization to Release Information

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

Attachment #2 (Authorization to Release Information Letter) is signed and included below as Attachment - B.

3.2.8 Firm Proposal Terms

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

All goods and/or services offered by Webspec Design within this Proposal are currently available and all Proposal terms, including price, will remain firm for 180 days following the deadline of submission for submitting Proposals.

Attachment - A

Attachment # 1

Certification Letter

Alterations to this document are prohibited, see section 2.12.13.

4/10/2017

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

Re: RFP1217185012 - PROPOSAL CERTIFICATIONS

Dear Ken Discher:

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

Certification of Independence

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

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

Certification Regarding Debarment

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

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

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

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

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


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

Contractor is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by *Iowa Code Chapter 423*; or

Contractor is not a "retailer" or a "retailer maintaining a place of business in this state" as those terms are defined in *Iowa Code subsections 423.1(47) and (48)(2016)*.

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

Sincerely,



Signature

Jeremiah Terhark, Owner
Name and Title of Authorized Representative

April 10, 2017
Date

Attachment - B

Attachment #2

Authorization to Release Information Letter

Alterations to this document are prohibited, see section 2.12.13.

4/10/2017

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

Re: RFP1217185012 - AUTHORIZATION TO RELEASE INFORMATION

Dear Ken Discher:

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

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

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

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

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

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

Sincerely,



Signature

Jeremiah Terhark, Owner
Name and Title of Authorized Representative

April 10, 2017
Date

Attachment - C

Attachment #4

Response Check List

RFP REFERENCE SECTION	RESPONSE INCLUDED		LOCATION OF RESPONSE
	Yes	No	
3. Three hard copies and one CD/DVD (or other digital media) of the Technical RFP Proposal	X		Technical Proposal Envelopes 1 of 3 and 2 of 3.
3. Three hard copies and one CD/DVD (or other digital media) of the Cost Proposal (Attachment #5)	X		Cost Proposal Envelope 3 of 3
3. One (1) Public Copy (one hard and one CD/DVD (or other digital media)) with Confidential Information excised + Attachment #3 Form 22 (if applicable)		X	Not Applicable
3. Transmittal Letter	X		Page 3 of Technical Proposal
3. Executive Summary	X		Page 6 of Technical Proposal
3. Acceptance of Terms and Conditions	X		Page 6 of Technical Proposal
3. Firm Proposal Terms	X		Page 37 of Technical Proposal
4. Mandatory Specifications completed	X		Page 11 of Technical Proposal
4. Scored Technical Specifications completed	X		Page 22 of Technical Proposal
3. Certification Letter (Attachment #1)	X		Page 39 of Technical Proposal
3. Authorization to Release Information (Attachment #2)	X		Page 43 of Technical Proposal
2. Form 22-Request for Confidentiality (Attachment #3 – if applicable)		X	Webspec Design does not request that any information be held confidential within this RFP response.
3. Response Check List (Attachment #4)	X		Page 44 of Technical Proposal
3. Contractor Cost Proposal (Attachment #5)	X		Page 2 of Cost Proposal

Attachment – D

PAUL D. PATE
SECRETARY OF STATE



STATE CAPITOL
DES MOINES, IOWA 50319

OFFICE OF THE IOWA SECRETARY OF STATE

August 14, 2015

Mr. Jeremiah Terhark
Webspec Design
5907 Meredith Drive
Urbandale, Iowa 50322

Dear Jeremiah,

Webspec Design did an exceptional job creating the Caucus 101 site for the Iowa Secretary of State. Your design team was able to take all of our requests and fashion a website in just 3 weeks. Not only did they deliver everything we asked for, but they were able to complete the project within our budget.

Your staff was prompt and easy to communicate with, providing us with status updates every day. They were professional in conveying what was best for our website and demonstrated their expertise in a well-planned, custom final design. Thank you for your willingness to take on large project with a strict timeline and delivering.

Sincerely,


Paul D. Pate
Iowa Secretary of State

Phone 515-281-6230

Fax 515-242-5952

www.sos.iowa.gov

sos@sos.iowa.gov

February 20, 2017

RE: Recommendation for Webspec Design

To whom it may concern:

Capital Crossroads enthusiastically offers this letter of recommendation on behalf of Webspec Design. We had the opportunity to work with the Webspec team in 2016 to 2017 to overhaul our existing website (www.capitalcrossroadsvision.com) as we launched our next five-year vision strategy for Central Iowa.

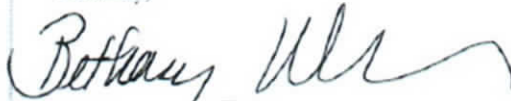
From the beginning, the Webspec team listened intently to our needs and desires, provided ideas to optimize the site, and communicated early and often. The team made sure they understood our goals for the site by asking many questions and formulating a detailed project plan that I could share with our funders and other key stakeholders in the process.

The Webspec team helped me to think about our product from an outsiders' perspective, ensuring the site would be intuitive for visitors and optimized for SEO. The team and I collaboratively conducted strategic reviews at key points in the design and development process, making sure the direction of the site was where we needed it to go. Webspec managed our moving target deadline with grace and launched the site well in advance of our public unveiling.

The Webspec team was a breeze to work with, communicating in terms that I could easily understand and giving me design and development options from which to choose. The team happily refined small details on the site and ensured I was comfortable managing the site on a day-to-day basis upon completion. Because of Webspec, the energy and excitement of Capital Crossroads are now evident to anyone that visits our website.

Capital Crossroads is a dynamic vision for Central Iowa's future, and Webspec is a dynamic team with an energy that parallels that of the region. We will continue working with Webspec well into the future. The team's attention to detail, collaborative focus, and superior customer service put them in a league of their own. I highly recommend choosing Webspec for your next design and development project and would be happy to provide further information.

Sincerely,



Bethany Wilcoxon
Capital Crossroads Director

*The Partnership Building 200 Laurel Lane 100
Des Moines, IA 50309 Tel: 515.281.2332
www.capitalcrossroadsvision.com*



March 15, 2017

Dear Sir or Madam:

Des Moines Public Library contracted with Webspec Design in February 2016 to host, update and maintain our Drupal web presence. Webspec Design has done multiple Drupal updates for us, of core software, plus modules. They added a module for us, the Metatag module for Facebook graphics. Webspec Design has also done custom work for us: updated our search form and added a floating newsletter signup.

Webspec Design has been very responsive to all our requests, and easy to work with. Their staff is always friendly and approachable. One of our projects required some back-and-forth due to requirements of another system, and Webspec Design worked hard to create a solution for us. Our hosting has been quite stable, and it's great to have our Drupal code and modules always up-to-date on the latest releases, especially for our own I.T. department's security concerns.

We are pleased to have made the move to Webspec Design and happy with our ongoing relationship.

Sincerely,

Greg Heid
Director

www.desmoineslibrary.com

Central Library
1000 Grand Avenue
Des Moines, IA 50319
TEL: 515.281.4154
FAX: 515.281.7004

East Side Library
2121 Hudson Avenue
Des Moines, IA 50317
TEL: 515.281.4154

Forest Avenue Library
1000 Forest Avenue
Des Moines, IA 50314
TEL: 515.281.4154

Franklin Avenue Library
10011 Grand Boulevard
West Des Moines, IA 50374
TEL: 515.281.4154

North Side Library
3534 16th Avenue
Des Moines, IA 50317
TEL: 515.281.4154

South Side Library
1111 Bluff Avenue
Des Moines, IA 50315
TEL: 515.281.4154



February 29, 2012

I am writing on behalf of Webspec Design to recommend their services.

Ames Laboratory contracted with Webspec to help us with a major overhaul of our site. We had multiple sites on multiple servers and as a result, our site was a mess. We wanted not only a consistent look and feel for our site, but to also gain administrative control of all the different web authors within our organization.

Webspec was very helpful in recommending using a content management system (Drupal) to both give us control over the site while allowing us to increase the number of staffers who could actually generate content for the site. We also had a large, unwieldy review committee with myriad opinions and biases and the Webspec staff was great at steering us through the redesign process and helping build consensus. At the same time, they worked hard to incorporate our requests into the design and were always easy to work with and quick in responding to questions/concerns.

As a federal government laboratory, we also had security considerations to implement and Webspec worked closely with our Information Systems staff to insure that the new site and system would be secure from cyber attacks.

While we ultimately hired our own internal web developer to manage the site, Webspec laid a strong groundwork that stills serves as the basis for our site today. I would highly recommend their services to anyone wishing to take their web site to the next level.

Regards,

Kerry Gibson
Electronic media and web author
Ames Laboratory Public Affairs
111 TASF
Ames, IA 50011
515-294-1405
kgibson@ameslab.gov

IOWA STATE UNIVERSITY
OF SCIENCE AND TECHNOLOGY

Ames Laboratory is operated by Iowa State University for the U.S. Department of Energy. Ames, Iowa 50011-3020