Licensing RFP System Requirements - Iowa DIAL - 2023 - Appendix A				
Number	Requirement Type	Weight	Requirement Detail	Vendor Response
4.4.5.1	Accessibility	10	The application **must** meet or exceed current WAI WCAG AA compliance standards this includes 2.x and 3.x.The application must maintain current documented standards throughout the application lifecycle.	No
4.4.5.2	Accessibility	10	The application **must** meet all State of Iowa and Federal Accessibility standards.	No
4.4.5.3	Accessibility	10	The application **must** be responsive on any standard desktop, mobile or tablet device.	No
4.4.5.4	Accessibility	8	The application **must** support users on high latency and/or low bandwith connections. Graceful degradation is allowed to meet performance objectives. Note: this would include connections to mobile devices and/or satellite connections which are common among rural constituents. This performance must be demonstrated.	No
4.4.5.5	Accessibility	8	The application **must** support any consumer or enterprise browser with marketshare over 5% throughout the life of the project. Note this currently would include Chrome, Edge, Safari and Firefox. Additional information.	No
				No
4.4.5.6	Administrative	8	The system **must** support a wide variety of reporting, including equivalency of all current reporting.	No
4.4.5.7	Administrative	9	Individual users **must** have the ability to create and design reports without development resources or the use of code.	No
4.4.5.8	Administrative	10	The system **must** support the creation of new applications and workflows without the need for development and/or engineering staff.	No
4.4.5.9	Administrative	10	Trained internal business stakeholder(s) **must** be able to create and modify existing application(s) and workflow(s) without vendor support.	No
4.4.5.10	Administrative	10	The application workflows and forms **must** support conditional logic (or equivalent). Both workflows and forms must be configurable via the application interface (UI).	No
4.4.5.11	Administrative	10	Forms **must** support a wide variety of configurable field(s), variable(s) and data type(s) as needed to support licensing, permitting and inspection functionality.	No
4.4.5.12	Administrative	10	Forms **must** support calculation.	No
4.4.5.13	Administrative	10	The system **must** support the ability to obfuscate field level data.	No
4.4.5.14	Administrative	10	The system **must** support have the ability to support 3 part forms.	No
4.4.5.15	Administrative	10	The system **must** support forms which require multiple signatures.	No
4.4.5.16	Administrative	10	The system **must** allow for routine audits and all appropriate and necessary access as required by law, statute or administrative need.	No
4.4.5.17	Administrative	10	If the system utilizes 3rd party reporting tools you **must** describe the approach, tool(s) used and any potential concerns.	No
4.4.5.18	Administrative	10	If a programatic language is used in reporting you **must** describe which languages are supported and/or used.	No
4.4.5.19	Administrative	10	The application Vendor **must** identify the tools used to create forms; whether the tool is built into their product or is an add-on, please describe.	No
				No
4.4.5.20	Analytics	10	The application **must** allow the use of Google Tag Manager (GTM).	No
4.4.5.21	Analytics	10	Google and other analytics tools **must** be integrated via Google Tag Manager.	No
4.4.5.22	Analytics	10	The application **must** allow integration with third party analytics providers and custom code providers (this requirement can be fulfilled via Google Tag Manager).	No
4.4.5.23	Analytics	6	Analytics **must** be provided on a per license basis and must incorporate conversion tracking for common application actions such as completion, rejection, etc.	No
4.4.5.24	Analytics	8	The vendor **must** provide initial and ongoing benchmarking and reporting (or access) on a regular basis as it relates to application completion, abandonment and other relevant factors as defined by business need.	No
				No
4.4.5.25	Architecture	10	The vendor is directly responsible for all network and server infrastructure. This infrastructure **must** be maintained and show continous evidence that the application stack is current and patched per State of Iowa and OCIO security policy.	No
4.4.5.26	Architecture	10	The application infrastructure **must** be standalone with no dependencies tied to any other 3rd party client or existing vendor business partner or third party implementation.	No
4.4.5.27	Architecture	10	The application codebase **must** be standalone with no dependency on any other business or government entity.	No
4.4.5.28	Architecture	8	The application architecture **must** be flexible and allow for core updates as well as customization. Customization must not negatively impact the ability to perform core product updates.	No
4.4.5.29	Architecture	10	The system **must** support full on demand system backups as well as incremental backups.	No
4.4.5.30	Architecture	8	The application vendor **must** provide a written backup plan that is agreed upon by all relevant parties.	No
4.4.5.31	Architecture	8	The vendor **must** provide development, test and production environments. Those environments must be syncronized on a standard consistent basis (bonus if this done daily).	No
4.4.5.32	Architecture	10	Data **must** be accessible via standard API interfaces for all out-of-the-box promised functionality and/or as agreed upon by both parties, please provide details.	No
4.4.5.33	Architecture	10	Data **must** be portable with interfaces and/or processes which allow us to consume or export system all system data on demand or request.	No
4.4.5.34	Architecture	8	The application **must** support continuous integration.	No
4.4.5.35	Architecture	8	The application **must** be extensible with a wide variety of available integrations for enhanced functionality.	No
4.4.5.36	Architecture	10	The application **must** support scheduled and on-demand data (feed) ingestion and export with all existing internal and external partners including the federal government.	No
4.4.5.37	Architecture	5	The system must support 3rd party identity verification service(s).	No
				No
4.4.5.38	Clawback	10	Failure to meet SLA's and uptime obligations **must** result in an equivalent offset of software support and licensing costs.	No
				No
4.4.5.39	Core	10	Reliability: The software **must** be reliable and perform consistently under different conditions.	No
4.4.5.40	Core	10	Scalability: The software **must** be able to handle an increasing amount of data or users without compromising performance.	No
4.4.5.41	Core	10	Security: The software **must** be secure and protect against unauthorized access or data breaches.	No
4.4.5.42	Core	10	Usability: The software **must** be easy to use and navigate for the intended users.	No
4.4.5.43	Core	10	Compatibility: The software **must** be compatible with different operating systems, hardware, and other software.	No
4.4.5.44	Core	10	Maintainability: The software **must** be easy to maintain and update over time.	No
				No
4.4.5.49	Data Migration	10	The vendor **must** be responsible for field mapping and review.	No
4.4.5.50	Data Migration	10	**The vendor must be responsible for migrating all data from prior existing applications into the new system. This includes includes all necessary staff and resources for migrating data from prior licensing application / software instances that are currently supported by the State of Iowa. This will include instances of Amanda, Image Trend, Salesforce, etc. This is subject to acceptance testing and validation (please describe).**	No
				No
4.4.5.51	Design	10	**The application platform must meet current DIAL, State of Iowa (OCIO) and Federal Design Standards.**	No
4.4.5.52	Design	8	The application **must** use a standard design framework and web components (please describe).	No
4.4.5.53	Design	8	The application **must** be designed to meet plain language standards see (https://www.plainlanguage.gov/).	No
				No
4.4.5.54	Documentation	10	The application **must** be documented to a level which allows system restoration independent of the implementation partner.	No
4.4.5.55	Documentation	10	User manuals and/or online documentation **must** be provided and include role specific and citizen specific instructions on system functionality as appropriate.	No
4.4.5.56	Documentation	10	Administrative user manuals and documentation **must** be provided which outlines detailed instructions on system infrastructure, administrative and configuration.	No
4.4.5.59	Documentation	10	The vendor **must** provide a data flow diagram.	No
				No

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Number	Requirement Type	Weight	Requirement Detail	Vendor Response
4.4.5.60	Other	10	The system **must** support all common case management functionality as necessary to support inspections.	No
4.4.5.61	Other	10	The application **must** support broad continuing education functionality for licensees, traning providers and administrative staff (please describe).	No
4.4.5.62	Other	10	The application **must** support plan review functionality.	No
4.4.5.63	Other	10	Public View, the application **must** support search and view functionality of licensing information where appropriate and required by Statute or Law.	No
4.4.5.64	Other	10	**The application must support ALL existing licensing, permitting and related inspection functionality as currently deployed at DIAL.**	No
				No
4.4.5.65	Payments	10	The system **must** be able to support a wide variety of payment and accounting functionality. This includes third party billing, multiple payments. Payment functionality will be subject to user acceptance testing. Business users must be able to define payments which can be directed to specific accounts and/or buckets as applicable.	No
4.4.5.66	Payments	10	The application **must** support a variety of third party integration with external payment providers, our current provider is US Bank.	No
4.4.5.67	Payments	10	The system **must** allow user payments to be refunded by staff with appropriate roles.	No
4.4.5.68	Payments	10	Payments and accounting functionality **must** be intergrated with state supported systems (please describe).	No
				No
4.4.5.69	Performance	10	The application **must** exhibit no visible latency (less than 100ms). User acceptance testing will be required to validate performance. This is a requirement throughout the life of the agreement.	No
4.4.5.70	Performance	10	Google page speed insights (or other applicable and/or equivalent tooling) **must** show key application performance indicators in the green (90+) for both desktop and mobile.	No
4.4.5.71	Performance	10	The application **must** scale to seamlessly accomodate surges in user activity without any noticable degradation in performance.	No
4.4.5.72	Performance	10	The web application **must** meet key web application performance standards (KPI's) as defined by the OCIO.	No
4.4.5.73	Performance	10	The system **must** have the ability to handle simultaneous automated processes & integrations without degradation in reasonable performance measures.	No
				No
4.4.5.74	Project	10	Weekly summary updates **must** be provided to all relevant leadership and stakeholders during the development process. This should include but not limited to a bi-weekly demo of system functionality while the application is development.	No
4.4.5.75	Project	10	**The vendor must provide resources to analyze current application processes and be equipped to standardize and manage all 280+ application, licensing and inspection processes currently supported via DIAL. A list of all licensing, permitting and application can be viewed, Appendix C.**	No
4.4.5.76	Project	7	The vendor **must** provide training resources utilizing a variety of delivery methods through the life of the agreement. Initial onsite training, onoing training and workshops where appropriate.	No
4.4.5.77	Project	10	The vendor **must** provide all necessary support for business process-reengineering, leveraging LEAN methodology.	No
4.4.5.78	Project	10	Application development and project implementation **must** be conducted using agile methodology (please describe).	No
				No
				No
4.4.5.79	Reliability	10	The system **must** maintain availability of 99.99% as a core requrement (52 minutes of downtime per year).	No
4.4.5.80	Reliability	10	The application **must** never have downtime exceeding 24 hours (if you can guarantee less downtime, we will weigh this factor).	No
4.4.5.81	Reliability	10	Disaster Recovery (DR) testing **must** be done at a minimum every 12 months. This includes a physical cut over of services from a primary to secondary independent application instance.	No
4.4.5.82	Reliability	10	The application **must** run simultaneously in multiple independent data centers (geographically distinct).	No
4.4.5.83	Reliability	10	Application data **must** be saved upon entry at the page and/or field level. In the event of a service outage an application can be resumed by the end user with a minimal amount of required rework.	No
4.4.5.84	Reliability	7	Billable charges **must** be reduced accordingly by percentage in the event of a service outage.	No
				No
4.4.5.85	Security	10	All relevant staff working in the system are subject to standard state security screening and background check procedures upon request.	No
4.4.5.86	Security	10	Administrative access to the system **must** be restricted by geography and specific IP ranges as authorized by DIAL and the State of Iowa.	No
4.4.5.87	Security	10	All staff **must** be located in the United States.	No
4.4.5.88	Security	10	Data, including backups, **must** be processed, stored, transmitted or accessed only in the Continental United States.	No
4.4.5.89	Security	10	The application **must** be FEDRAMP compliant.	No
4.4.5.90	Security	10	The application **must** maintain FEDRAMP High Authorization.	No
4.4.5.91	Security	10	The application **must** meet all OCIO security polices, standards and rules as defined and documented via ocio.iowa.gov. Note: a security resouce will be provided and available via the OCIO throughout the duration of this project.	No
4.4.5.92	Security	10	The system **must** support all current and future user role(s) and allow for configuration and customization of role based access.	No
4.4.5.93	Security	10	Known security vulnerabilities **must** be mitigated according to industry best practices, based upon the level of threat, the vendor is responsible for informing DIAL and the OCIO of any security vulnerability, mitigation effort(s) and outcomes. Vulnerabilities must be resolved in a timely manner.	No
4.4.5.94	Security	10	Incidents involving exposure of licensing application data **must** be reported to the State of Iowa within 1 hour of discovery. Please describe.	No
4.4.5.95	Security	10	The application **must** support field level encryption to FEDRAMP standards. Please detail which standards you currently meet (FIPS 140-x).	No
4.4.5.96	Security	10	The system **must** support OKTA integration.	No
4.4.5.97	Security	10	The application **must** support multifactor authentication (MFA) (satisfied by OKTA and/or other third party providers as approved viat the OCIO).	No
4.4.5.98	Security	10	The system **must** broadly support third party integration for automatic 3rd party user identity validation and fraud detection/prevention.	No
4.4.5.99	Security	10	The application **must** be behind an OCIO approved WAF (Web Application Firewall).	No
4.4.5.100	Security	10	The system **must** support the ability to obfuscate field level data.	No
4.4.5.101	Security	10	The application **must** encrypt data in transit and at rest (DARE).	No
4.4.5.102	Security	10	A SOC 2 report **must** be provided before production system go-live and annually after product launch.	No
4.4.5.103	Security	10	The application **must** collect system log data. The system must support the ability to forward logged data to the State of Iowa's SEIM.	No
				No
4.4.5.104	**Standards**	**10**	**The application must meet all current State policies, rules and application standards as defined by the OCIO and DIAL. Documentation is available via ocio.iowa.gov.**	No
				No
4.4.5.105	Support	10	The vendor **must** agree to abide by a standard service level agreement(s) as defined in writing by both parties. This service level agreement must be in writing, easily available to all parties and reviewed on an annual basis (please describe).	No
4.4.5.106	Support	10	The vendor **must** provide support staff available 24/7, 365 days per year for system support. Escalated support staff must be available on an on-call basis.	No
4.4.5.107	Support	10	The time to respond to an emergency impacting multiple users **must** not exceed xx hours (please describe, baseline required minimum of 12 hours).	No
4.4.5.108	Support	10	The vendor **must** provide a hotline for emergency technical support.	No
4.4.5.109	Support	10	All vendor resources and contract staff must be US based within the contiguous United States.	No
				No
4.4.5.110	Technical	10	The vendor **must** not impose storage limitations (please describe any reasonable technical limitations).	No
4.4.5.111	Technical	10	The vendor **must** support 3rd party storage options.	No

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Number	Requirement Type	Weight	Requirement Detail	Vendor Response
4.4.5.112	Technical	10	The application **must** support virtually all available commercial file types, batch file upload, and large files including video, audio, plan and image files.	No
4.4.5.113	Technical	10	The application **must** meet current state and industry coding standards as defined by the appropriate governing body. The goal being compliant, standardized, reviewable code.	No
4.4.5.114	Technical	10	The vendor **must** meet current state and industry standards for HTML5+, CSS, JS and any other platform specific language that's being used during implementation. Please describe all languages used.	No
4.4.5.115	Technical	10	On-demand monitoring of system resources and performance data **must** be available (please describe).	No
4.4.5.116	Technical	10	The application **must** support universal search and "fuzzy" search functionality which would include all current and historical application data including the ability to search documents.	No
4.4.5.117	Technical	10	The application **must** have the ability to send unlimited notifications via text, email or voice - notifications should be customizable by the end user (please describe).	No
4.4.5.118	Technical	10	The application stack **must** support all current connections to external organizations and/or federal agencies via API based approaches.	No
4.4.5.119	Technical	10	The system **must** support common geographic and mapping functionality as it relates to inspections and permitting (please describe).	No
4.4.5.120	Technical	10	The system **must** support all currently used external integrations.	No
				No
4.4.5.123	User Experience	8	The vendor **must** prioritize usability issues (please explain).	No
4.4.5.124	User Experience	8	The vendor **must** include feedback and support mechanisms for customers, staff and constituents (please describe).	No
4.4.5.125	User Experience	8	The application **must** pass user acceptance testing (UAT) and validation internally before deployment.	No
				No
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