



Iowa Department of Transportation

E-Mail and Related Services

Request for Information RFI00133

IOWA DEPARTMENT OF TRANSPORTATION
Procurement and Distribution, Purchasing Section
On behalf of State of Iowa Executive Branch Agencies

Information must be received no later than

July 27, 2009

1 p.m. Central Standard Time

**For information about this notice,
interested persons shall contact only:**

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Ames, Iowa 50010
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State of Iowa E-Mail & Related Services Request for Information

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Section 1. General Information

1.1 Purpose

The intended purpose of this RFI is to allow all interested vendors to present information regarding the Industry’s current e-mail solutions and related services. All responses to this request for information will be made available on the State of Iowa’s Web Portal (www.iowaccess.org).

1.2 Background Information

The Governor’s Office of the State of Iowa has directed the enterprise Chief information Officer (CIO) and state government CIO Council to conduct a study of e-mail services in the Executive Branch. This study does not include Regents Institutions or the Offices of Elected Officials. From this study, we are to:

- Assess and make recommendations on reducing: E-mail infrastructure costs for servers, storage, and networking; overall E-mail administration costs; and software licensing costs.
- Improve: E-mail security; reliability and consistency of e-mail services and functions; recovery period for restoring e-mail in the event of a disaster; and the consistency and timeliness of e-mail platform software versions and patching.
- Implement: a common and consistent e-mail addressing structure and centralized e-mail directory for Executive Branch e-mail.

The State of Iowa’s current e-mail services have evolved over time and are currently delivered using 26 e-mail platforms supporting just over 25,000 total accounts located in various agencies. (See Tables 1 and 2)

Table 1. Department of Administrative Services E-Mail Service - 3,838 Mailboxes

- | | |
|---|---|
| • Administrative Services (546) | • Energy Independence, Office of (12) |
| • Board of Medicine (28) | • Ethics & Campaign Disclosure (7) |
| • Board of Nursing (22) | • Governor’s Office (65) |
| • Board of Pharmacy (17) | • Human Rights (73) |
| • Civil Rights (45) | • Inspections and Appeals (361) |
| • College Student Aid Commission (76) | • Iowa Agricultural Development Authority (8) |
| • Commerce – Alcoholic Beverages (39) | • Iowa Communications Network (157) |
| • Commerce – Professional Licensing & Regulation (17) | • Iowa Dental Board (10) |
| • Consumer Advocate, Office of (21) | • Iowa Law Enforcement Academy (28) |
| • Cultural Affairs (91) | • Management (39) |
| • Drug Control Policy, Office of (9) | • Natural Resources (1,437) |
| • Economic Development (193) | • Parole Board (19) |
| • Education – Vocational Rehabilitation (381) | • Public Employment Relations Board (13) |
| • Elder Affairs (48) | • Rebuild Iowa Office (44) |
| | • Treasurer of State (32) |

Table 2. Executive Branch Agencies Hosting Their Own E-Mail Services - 21,679 Total Mailboxes

- Blind (141)
- Commerce – Banking (80)
- Commerce – Credit Union (27)
- Commerce – Insurance (128)
- Commerce – Utilities (93)
- Corrections (4,801)
- Education (458)
- Education – Public Television (153)
- Education – State Library (30)
- Homeland Security & Emergency Mgmt (167)
- Human Services (6,933)
- Inspections and Appeals – Racing/Gaming (66)
- Iowa Finance Authority (159)
- Iowa Lottery Authority (127)
- Iowa Public Employees Retirement (161)
- Public Health (458)
- Public Defense (75)
- Public Safety (1,058)
- Revenue (519)
- State Public Defender (216)
- Transportation (2,983)
- Veterans Affairs (20)
- Veterans Affairs – Iowa Veterans Home (1,145)
- Workforce Development (1,681)

The e-mail servers provide e-mail for all employees statewide. All but two very small systems (about 70 total mailboxes) are supported by MS Exchange servers (either 2003 or 2007) and two of the Exchange e-mail platforms (about 9,500 users) currently use the Symantec E-mail vault product. There is approximately 10 terabytes of data currently stored on e-mail servers in the executive branch with an additional 1.88 terabytes added annually. The successful deployment of an economical consolidated e-mail service could eventually be extended to all 170,000 public employees in State and local government in Iowa.

1.3 Information Sought.

The Iowa Department of Transportation (Iowa DOT), on behalf of the State of Iowa Executive Branch is seeking information from vendors who are interested in providing electronic mail (e-mail) and related services. This information will be used to provide the Governor of the State of Iowa information about state-of-the-art e-mail services available from external service providers to be used in the conduct of official business. This information will be used to determine the future direction of such services in the Executive Branch.

For the purposes of this request for information, e-mail and related services are divided into two categories: E-mail service platforms further subdivided into basic e-mail services and ancillary e-mail services; and Software-as-a-Service offerings that can be used in conjunction with in-house e-mail service platforms. These will be explained in greater detail in Section 3.

1.4 Relevant Dates

<u>Event</u>	<u>Date</u>
Issue RFI	July 2, 2009
See 1.5 for submittal of questions and requests for clarification	
RFI Response Deadline	July 27, 2009

This request requires any vendor wishing to submit information to respond to this Request for Information (RFI) by 1:00 p.m., Central Daylight Time, on July 27, 2009.

1.5 Submission of Response

Vendors may e-mail, mail or hand deliver written responses.

Acceptable formatting shall be one of the following;

- Media: E-mail with attachments; formatted CD-ROM or DVD; or USB flash drive.
- File Formats: Adobe Portable Document Format (.pdf); Microsoft Word (.doc) or (.docx); Microsoft Excel (.xls) or (.xlsx).
- Web-based Information: Please feel free to insert or “embed” URLs for all web-based information into your response.

1.6 Questions and Requests for Clarification

Vendors interested in responding to this RFI may submit questions or requests for clarification. All questions or requests must be submitted by E-mail to renee.shirley@dot.iowa.gov, and received no later than three days before the date and time specified in the coversheet of this document.

The Iowa DOT may contact vendors for clarification of RFI content as needed throughout the requirements gathering process.

1.7 Contact Information

For information about this notice, interested persons shall contact;

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Office of Procurement and Distribution
800 Lincoln Way
Ames, IA 50010
Telephone: (515) 239-1578
Fax: (515) 239-1538
Renee.shirley@dot.iowa.gov

1.8 Review of RFI Responses

1.8.1 Issuance of the RFI in no way constitutes a commitment by the State of Iowa to issue a subsequent Request for Proposals or to award any contract. This RFI is designed to provide Vendors with the information necessary for the preparation of informative responses. This RFI process is for the State of Iowa's benefit and is intended to provide the Executive Branch with competitive information to assist in the determination of the strategic directions for essential services. This RFI is not intended to be comprehensive and each Vendor is responsible for determining all factors necessary for submission of an appropriate response. The RFI response will not be subject to an RFP type evaluation but only to a review of suggested product performance, cost (*cost may be estimated by Vendor, if an estimate Vendor shall state that it is an estimated or approximate cost*), of processes offered and of abilities to perform services that may be of use to the State of Iowa.

1.8.2 An RFI response may be rejected outright and not reviewed for any one (1) of the following reasons, therefore Vendors are asked to make every effort to meet the RFI timelines and to include the requested information:

- Failure of Vendor to deliver the response by the due date and time.
- Failure to include information requested in the RFI.

1.9 Public Records and Requests for Confidentiality

1.9.1 The release of information by the State to the public is subject to Iowa Code Chapter 22 and other applicable provisions of law relating to the release of records in the possession of a State agency. Vendors are encouraged to familiarize themselves with these provisions prior to submitting a response. All information submitted by a Vendor may be treated as public information by the State unless the Vendor properly requests that information be treated as confidential at the time of submitting their response.

1.9.2 Any requests for confidential treatment of information must be included in a cover letter with the Vendor's response and must enumerate the specific grounds in Iowa Code Chapter 22 Section 7 or other legal reasons which support treatment of the material as confidential and must indicate why disclosure is not in the best interests of the public. Requests for confidential treatment of any portion of the Vendor's response will be evaluated by the State and will not be automatically granted. Requests must also include the name, address and telephone number of the person authorized by the Vendor to respond to any inquiries by the State concerning the confidential status of the materials.

1.9.3 Any documents submitted which contain confidential information must be identified as containing confidential information, and each page upon which confidential information appears must be marked as containing confidential information. The confidential information must be clearly identifiable to the reader wherever it appears. The response submitted by the Vendor must be marked in this manner.

1.9.4 The Vendor's failure to request in their response confidential treatment of material pursuant to this Section and the relevant laws and administrative rules will be deemed by the State as a waiver of any right to confidentiality which the Vendor may have had.

1.10 Copyrights

By submitting a response the vendor agrees that the State may copy the response for purposes of facilitating the evaluation or to respond to requests for public records. The vendor represents that such copying will not violate any copyrights in the materials submitted.

1.11 Restrictions on Gifts and Activities

Iowa Code Chapter 68B contains restrictions which prohibit gifts that may be given or received by state employees and requires certain individuals to disclose information concerning their activities with state government. Vendors are responsible for determining the applicability of this chapter to their activities and for complying with these requirements. In addition, Iowa Code chapter 722.1 provides that it is a felony offense to bribe a public official.

1.12 Content of the RFI

1.12.1 This RFI is designed to provide vendors with the information necessary for the preparation of an appropriate response.

It is not intended to be comprehensive, and each vendor is responsible for determining all factors necessary for submission of their response.

1.12.2 The State reserves the right to modify this RFI at any time.

1.12.3 Responses should be based on the material contained in this RFI or any other relevant information the vendor thinks is appropriate.

1.12.4 By submitting a response each vendor agrees that it will not bring any claim or have any cause of action against the State of Iowa, or any employee of the State, based on any misunderstanding concerning the information provided or concerning the State's failure, negligent or otherwise, to provide the vendor with pertinent information as intended by this RFI.

1.13 Cost to Vendors

The State is not responsible for any costs incurred by a vendor, which are related to the preparation or delivery of the response, any on-site inspection that may be required, or any other activities related to this RFI.

1.14 Responses Property of the State

All information submitted by the vendor becomes the property of the State. The State has the right to use ideas or adaptations of ideas that are presented in the responses.

1.15 Sources of Information Used by the State in Addition to the Responses

The State reserves the right to contact vendors after the submission of responses for the purpose of clarification and to ensure mutual understanding.

1.16 No Obligation to Issue Request for Proposal (RFP)

The issuance of this RFI does not obligate the State in any way to issue an RFP for the goods and services described in this RFI.

1.17 Vendor Responses - Identifying Information

1.17.1 State the name and principal place of business of the vendor.

1.17.2 Identify the vendor's type of business entity such as a corporation or partnership.

1.17.3 State the vendor's place of incorporation, if applicable. At your discretion, provide an organization chart for the vendor. Include any parent, subsidiary and affiliate companies you feel may be relevant to this presentation.

1.17.4 State the name, address, e-mail address, telephone number and FAX number of the vendor representative to contact regarding all technical matters concerning this RFI.

1.18 Vendor References

Please feel free to provide references for jurisdictions for which you have implemented your services. Please include any applicable customer contact information.

Section 2. Request for Vendor Responses

2.1 E-Mail Services Please describe how your service(s) would meet any or all of the following criteria. The State would like to know which services are bundled in your standard service offering, which ancillary services are available, the cost of the service, and what volume discounts you offer, if any. We are also interested in new and innovative methods of providing service to our customers. Please feel free to include both existing functionality and systems or services under development.

2.1.1 Basic E-Mail Services – Describe how you provide individual employee mail accounts with the following requirements:

- Secure access to the e-mail account (login ID and password). The user must be required to change the password every 60 days. .
- Ability to send and receive e-mail with attachments. Also, please indicate for your service offering(s) any mailbox size limits and limitations on the size or type of attachments (individually and total aggregate limits).
- Personal calendar with assignable permissions to allow the viewing and/or editing of the calendar by others; and the ability to schedule a meeting and select multiple attendees from the global address list, include outside e-mail addresses, and schedule resources (rooms, equipment, etc).
- Contacts (address book) with access to an enterprise global address list and support for customizing and storing distribution lists.
- Task tracking or “To Do” list with a reminder feature.
- Anti-virus scanning of all incoming and outgoing e-mail traffic and SPAM filter for all incoming e-mail traffic.
- Internet e-mail addresses with specified state government domain name(s).
- Identification of supported e-mail clients.

2.1.2 Ancillary E-Mail Features - Please indicate if you offer the services listed here. The list contains currently used features and the approximate number of current and projected enterprise users requiring those features in Table 3.

Table 3. E-Mail Ancillary Services and Approximate User Count

Service Description or Feature	Enterprise Total Users
A. Secure Special Purpose Mail Accounts - Accounts which are used for constituencies to submit forms, comments, etc. for specific purposes or programs) that can be securely accessed by multiple authorized employees to access and respond to incoming e-mail.	300
B. Resource Accounts - Accounts assigned to conference rooms, specialized equipment, tele-conference services, etc) that allow the resources to be reserved through the calendar services.	1,200

Service Description or Feature	Enterprise Total Users
<p>C. Secure Internet Access to E-Mail Services - Both reading and sending e-mail, calendars, tasks, etc. from diverse locations using only a web browser with no reliance on e-mail client software or data (i.e. mail messages) on the end user computer.</p>	18,000
<p>D. Unlimited Mailbox Capacity</p>	18,000
<p>E. E-mail Archiving With Online Access - The archiving solution must provide for fast online search, retrieval and monitoring capabilities, while alleviating the burden of message management, storage, security and business continuity, including migration of legacy data. Specifically, it should support:</p> <ul style="list-style-type: none"> • Secure browser-based access • Single interface for all message types • Keyword and custom search • Privileged communications controls • Customizable views • Keyword message scoring • Selectable online viewing <p>Executive Branch agencies currently have approximately 25 terabytes of searchable e-mail archives (stored e-mail and journals) and add about 3 terabytes annually.</p>	14,000
<p>F. E-Discovery tools that support:</p> <ul style="list-style-type: none"> • Tagging and organizing e-mails and case management tools to create collections of e-mails and easily mark them as responsive, privileged, or reviewed or other similar scheme. • Ability to check for compliance with State business and legal requirements and acceptable use policies. • Flexible storage management that supports moving lesser used or inactive e-mail information stores to less expensive nearline drives which can be replicated offsite to ensure an extremely high level of reliability. Users can view archived mail directly within the e-mail client software. . 	8,000
<p>G. Encrypted E-mail - Support for the security and confidentiality of:</p> <ul style="list-style-type: none"> • Statutorily designated information; • Credit card, payroll and financial reports; • Personal information as defined in Iowa Code Chapter 715C; • Employee and patient records; • Communications between lawyers and clients; • User IDs and passwords; • Information that compromises personal privacy and safety; <p>Users must be able to send encrypted messages from their e-mail applications and are secured such that only the intended recipient can unlock them. Describe whether non-subscribers are able to receive decrypt encrypted e-mail without downloading any software or registering for the service. E-mail messages must remain encrypted - or "locked" - while they are sitting in the recipient's e-mail box.</p>	10,000

Service Description or Feature	Enterprise Total Users
<p>H. Content Filtering – Support for filtering e-mail that contains inappropriate language, identify specific attachment types or track messages from specific senders. Content filtering provides rule-based engines that capture inbound and outbound e-mail in order to provide maximum content control and minimize liability issues associated with inappropriate content. Filtering must be customizable at the user level.</p>	12,000
<p>I. Instant Messaging (IM) – Secure, private enterprise IM in which users can interact in real-time. Supports links to the employee calendar so when an employee is in a meeting or on vacation the IM status is changed to ‘away’. Also provides for inviting parties outside the enterprise IM system and creates a secure connection to the IM server for a single-instance secure chat. Also, please describe logging and reporting capabilities and integration with communication servers.</p>	8,000
<p>J. Electronic Fax – Describe ability to send and receive faxes from the e-mail client.</p>	4,000
<p>K. Unified Messaging Services - Support for the handling of voice, fax, and regular text messages as objects in a single mailbox that a user can access either with a regular e-mail client or by telephone. The end user can open and play back voice messages, assuming their device has multimedia capabilities. Fax images can be saved or printed. A user can access the same mailbox by telephone. In this case, ordinary e-mail notes in text are converted into audio files and played back. (There is currently an interest in the implementation of Unified Messaging services throughout the Executive Branch.)</p>	To Be Determined
<p>L. Mobile Smartphone Support including:</p> <ul style="list-style-type: none"> • Features listed in 2.1.1 Basic E-Mail Services. • Synchronization services for calendars, contacts, notes and tasks between the e-mail service and mobile devices such as BlackBerry, Windows Mobile, Palm, iPhone. • Global Address Lookup (GAL) support. • Search State e-mail service for e-mail. • Create private appointments. • Create meetings where server contacts can be added. • Respond and reply to meeting requests and add the meetings to the employee’s calendar. 	4,000

2.2 E-Mail Management

2.2.1 E-Mail Platform Administration - Please indicate how you handle e-mail server administration. Is administration handled by vendor staff or customer staff or are there various options available? This may include any or all of the following: Setting up and managing DNS; Setting up and managing e-mail server(s); Setting up a client server database and managing the database server; Server load balancing; Integration with back end databases; Setting up web site accounts; OS updates and security patches; System optimization; 3rd party software installation; Server monitoring; Emergency problem resolution; Kernel upgrades and security patches ; Security audits; Installation and configuration of firewall(s); Disabling unused and insecure services; Log auditing for unusual activity; Securing PHP; Server performance optimization; Port scan detection; System integrity monitoring; Bandwidth usage monitoring; Network intrusion detection system; File system integrity checking; Antivirus and anti-SPAM installation and

configuration; SSL certificate installation; Hardware reliability monitoring; and capacity planning.

2.2.2 User Account Administration - Please indicate how you handle the administration of user accounts and group accounts and the passwords associated with these accounts. The current [standard](#) that applies to all agencies connecting to the shared State IT infrastructure requires passwords to be changed every 60 days. Also, how are discontinued accounts handled, what services do you offer for archiving such accounts or transferring the contents of these accounts to the State, and what are the associated costs?

2.3 Help Desk Support - Please describe what, if any, help desk services you provide for your e-mail services for individual users and for State administrators / technical staff.

2.4 E-Mail Service Levels - Please describe any service level goals or commitments (e.g. service availability, outage response times, etc.) for your e-mail services. Do you provide reports to your customers on usage, availability, or other metrics? Please tell us the type and frequency of such reports.

2.5 E-Mail Related Services - Please describe any services you offer that can be used in conjunction with the State's existing in-house e-mail platforms (i.e. virus scanning, anti-SPAM, or other services).

2.6 Data Sovereignty - Even more problematic than previous cross-border utilities, such as the telephone and the internet, the "cloud" and services based off premises may subject the State of Iowa's data to the jurisdiction of other State's or foreign laws. Please provide your thoughts and observations on this issue. If necessary, can you provide the service within the confines of the State of Iowa?

2.7 Application Integration - What integration capabilities or services do you support for integrating e-mail with State applications?

Section 3. Other Information

Is there any other feature, service, or option or other innovative solution available in the market place to address the State's business requirements as presented in this RFI? In reviewing the RFI, what should be the State of Iowa's direction to achieve the goals of the e-mail study, namely:

- Assess and make recommendations on reducing: E-mail infrastructure costs for servers, storage, and networking; overall E-mail administration costs; and software licensing costs.
- Improve: E-mail security; reliability and consistency of e-mail services and functions; recovery period for restoring e-mail in the event of a disaster; and the consistency and timeliness of e-mail platform software versions and patching.
- Implement: a common and consistent e-mail addressing structure and centralized e-mail directory for Executive Branch e-mail.

Please include any observations or advice the State of Iowa should consider in addressing these issues.