

**REQUEST FOR BIDS FY13**  
**For**  
**SafeWord 2008 eToken PASS (Event Sync) Token Procurement 2<sup>nd</sup> Post**

**I. INTRODUCTION**

The purpose of this Request For Bids (RFB) is to solicit bid proposals which will enable the Iowa Department of Public Health, hereafter known as IDPH, to select the most qualified Applicant to provide token hardware and software that will offer extensive management capabilities for an entire range of services, including, certificate-based and software authentication solutions, context-based authentication and step-up authentication. The Authentication Manager (console) will need to provide IDPH with the ability to address the current needs of the IDPH as well as new and evolving technologies with secure access needs.

The IDPH serves as an information resource to internal and external customers and business affiliates. Depending on the content and the intended audience, information can be provided via IDPH's Intranet, the portal extranet to public health partners or the Internet. Business transactions are protected through the usage of multiple firewall, virus scanning appliances and intrusion detection systems. Because of the nature of the data available through the Internet and Intranet, a second level of security authentication is required.

**II. SCOPE OF SERVICES**

IDPH is seeking SafeWord 2008, eToken PASS (Event Sync) tokens to include a lifetime warranty on hardware device, additional software and hardware warranty and maintenance/support as described below.

The SafeWord 2008 eToken PASS (Event Sync) token must be compact and portable and event sync based with strong authentication that allows IDPH to conveniently and effectively establish secure access to network resources.

The SafeWord 2008 eToken PASS (Event Sync) token must ensure compatibility with an existing set of IDPH Systems, written to an Application Programming Interface (API) specified by the Secure Computing Company, which is no longer in business. They must require industry standard Radius support, for interface by various network devices, including but not limited to routers, firewalls, and switches.

IDPH has purchased approximately 800 SafeWord 2008 eToken PASS (Event Sync) tokens in the past year. IDPH has approximately 2158 tokens currently in use. This is a combination of SafeWord 2008 eToken PASS (Event Sync) token and Silver tokens. IDPH anticipates the purchase of 1000 to 1300 SafeWord 2008 eToken PASS (Event Sync) tokens in the next 3 years.

The Applicant shall:

- Provide support to include 24 x 7 telephone support, unlimited e-mail support, web-based knowledge base, web-based access to trouble tickets, regular patch notifications via e-mail, and software version upgrades free of charge, provided the application model, software or legacy hardware version is not in end of life or other limited release status.
- Provide token hardware and software that will offer extensive management capabilities for an entire range of services, including, certificate-based and software authentication solutions, context-based authentication and step-up authentication. The Authentication Manager (console) will need to provide IDPH with the ability to address the current needs of the IDPH.
- Provide the IDPH with new and evolving technologies with secure access as application security improves and technologies expand.
- Provide warranty coverage in the following manner:
  - Warranty Coverage:
    - A lifetime warranty on the SafeWord 2008 eToken PASS (Event Sync) token device will cover the replacement of the physical token and refers to the hardware device. The token shall be replaced during the warranty period with no additional charges.
    - This warranty shall include, but not limited to, defective tokens, battery failures, etc.
  - Maintenance/Support Warranty Coverage
    - This will include standard maintenance/support warranty coverage for SafeWord 2008 eToken PASS (Event Sync) token with the purchase of the hardware. The maintenance/support warranty covers any software updates and technical support that may be needed. Support is the maintenance of the overall software within the token console.
    - The maintenance/support period for the warranty shall be for at least 5 years on all newly purchased tokens. IDPH **prefers** a 6 year maintenance/support period and bids providing 6 years will be awarded 5 bonus points in the scoring.
    - The IDPH will require the applicant to provide an option to renew warranties on previously purchased SafeWord 2008, eToken PASS (Event Sync) tokens. The token renewal period shall cover the previously purchased tokens for 5 years and this will include all hardware and software associated with the token.

### III. ADMINISTRATIVE MATTERS

The dates set forth below are for informational planning purposes only. The IDPH reserves the right to change any of these dates:

EVENT	DATE
Post/Submit RFB to potential Applicants	November 19, 2012
Written Questions and Responses	
Round 1 Questions Due	November 27, 2012
Interim Responses Posted By:	November 30, 2012
Bid Proposals due	December 5, 2012
Select Successful Applicant/Post Notice of Intent to Award	December 17, 2012

#### Project/Contract Period

The project period shall be from January 1, 2013 to December 31, 2018.

The IDPH expects the initial contract period to be a three-year term from January 1, 2013 to December 31, 2015. The IDPH shall have the option to renew the contract for an additional three year term subject to review of the continuation application, pricing, applicant performance, compliance with the terms and conditions of the contract, and availability of funds.

#### Eligibility

Businesses that are authorized to do business in Iowa and are able to meet the requirements outlined in the RFB are eligible to submit bid proposals in accordance with this RFB. Applicant is required to maintain and provide to IDPH upon application, a current and valid email account for electronic communications with IDPH.

Bid proposals should include the Applicant's plan for accomplishing the work set forth in the Scope of Services and should include sufficient information regarding the Applicant's ability to perform the services sought to enable the IDPH to make a judgment about the Applicant's ability to perform the work identified in the Scope of Services.

#### Available Funds

The source of the funding for a potential resulting contract will be from various state and federal funds as designated at time of purchase. The issuance of this RFB in no way constitutes a commitment by the IDPH to award a contract.

## Bid Submission Requirements and Bid Proposals Due – December 5, 2012

Bid Proposals must be received by 4:00 p.m. (local Iowa time) on December 5, 2012 by the IDPH SharePoint Service Contract Center in compliance with the following requirements:

- Email bid proposal documents as a **single zipped file** OR a single PDF, no larger than 20MB, to [applications@idph.iowa.gov](mailto:applications@idph.iowa.gov). The preferred submission is a single zipped file.
- The subject line of the email must read “RFB FY13 Token Procurement **2<sup>nd</sup> Post**”. Do not include anything else in the subject line of the email.
- The single zipped file or single PDF must be named “RFB FY13 Token Procurement (Applicant’s Name)”

Do not include additional information or text in the body of the email as it will not be available to IDPH staff.

Bid proposals submitted to IDPH in any manner other than through IDPH SharePoint Service Contract Center (e.g. electronic mail to any other address, faxed, hand-delivered, mailed or shipped or courier-service delivered versions) **will be rejected and not reviewed by IDPH**. Any information submitted separately from the bid proposal will not be considered in the review process.

Bid proposals will be **rejected and not reviewed** by IDPH for the following reasons:

- If the bid proposal is received by the IDPH SharePoint Service Contract Center after the stated due date and time.
- If the bid proposal is submitted in any manner other than by email to [applications@idph.iowa.gov](mailto:applications@idph.iowa.gov).
- If the bid proposal is not submitted as a single zipped file or a single PDF file.

IDPH will notify the applicant of the rejection.

The due date and time requirements for receipt of the bid proposal are mandatory requirements and will not be subject to waiver as a minor deficiency. The date and time of submission of a bid proposal is automatically documented upon receipt by the IDPH SharePoint Service Contract Center. Applicants have the sole responsibility to ensure their emailed bid proposal is received by the IDPH SharePoint Service Contract Center prior to the deadline.

An electronic notification of receipt of the applicant’s email will be generated automatically. If the electronic notification is not received within ten (10) minutes of the applicant’s email, please contact the SharePoint Helpdesk at 1-866-520-8987 to confirm delivery (available prior to 4 PM on Weekdays, excluding State Holidays).

If an applicant emails the bid proposal multiple times, only the last submission received by IDPH SharePoint Service Contract Center prior to the stated due date and time will be accepted for review.

### Written Questions and Responses:

From the date of issuance of this RFB until announcement of the successful Applicant, Bidders may contact Stacey Hewitt regarding this procurement.

Written questions related to the interpretation of this RFB and the procurement process must be submitted via email to Stacey Hewitt at [stacey.hewitt@idph.iowa.gov](mailto:stacey.hewitt@idph.iowa.gov) no later than **the dates specified in the table on page 3**.

Questions must be submitted by electronic mail. If the question or comment pertains to a specific section of the RFB, the section and page must be referenced. Oral/verbal questions will not be accepted.

IDPH will prepare written responses to all pertinent and properly submitted questions and post the written questions and responses on the IDPH Web page. IDPH's written responses will be considered part of the RFP. Written responses will be prepared and posted according to the schedule of events table above.

It is the responsibility of the applicant to check the IDPH Web site periodically for written questions and responses to this RFB.

If an Applicant or someone acting on an Applicant's behalf attempts to discuss this RFB orally or in writing with any members of the evaluation committee, or any employee or elected official of the State of Iowa, other than Stacey Hewitt, the Applicant may be disqualified.

### Amendments

IDPH reserves the right to amend the RFB at any time. In the event IDPH decides to amend, add to, or delete any part of this RFB, a written amendment will be posted on the IDPH Web site. The applicant is advised to check the IDPH Web site periodically for amendments to this RFB.

### Other Administrative Matters

The IDPH reserves the right to reject any or all bid proposals, in whole or in part, to advertise for new bid proposals, to abandon the need for such services, and to cancel this RFB at any time prior to the execution of the written contract.

All information submitted by the Applicant will be treated by the IDPH as a public record unless the Applicant properly requests that the information be treated as confidential information in accordance with the public records laws of the State of Iowa at the time its proposal is submitted.

By submitting a bid proposal, the Applicant agrees that the IDPH may copy the bid proposal for purposes of facilitating the evaluation of the bid proposal or to respond to requests for public records and represents that such copying will not violate the rights of any third party.

## Notice of Intent to Award – December 17, 2012

A Notice of Intent to Award the contract(s) will be posted on the IDPH Web page [www.idph.state.ia.us](http://www.idph.state.ia.us) under *Funding Opportunities* link by 4:00 pm. Applicants are solely responsible for reviewing the Notice of Intent to Award to determine their award status.

## Contract Negotiations and Execution of the Contract

Following the posting of the Notice of Intent to Award, the successful applicant(s) will receive a contract document. The successful applicant has ten (10) working days from date of receipt in which to negotiate and sign a contract with IDPH. The contract attached as an **Appendix I** is the draft contract and serves as the basis to begin negotiations. If a contract has not been executed within ten (10) working days, IDPH reserves the right to cancel the award and to begin negotiations with the next highest ranked applicant or other entity deemed appropriate by IDPH. IDPH may, at its sole discretion, extend the time period for negotiations of the contract.

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## IV. BID PROPOSAL CONTENT REQUIREMENTS

### A. Cover Page

Applicants must complete **Attachment A, page 1** which identifies the applicant's legal name, and federal identification number, and agrees to the conditions for application. Complete required form following these instructions.

- Applicant - Provide the legal name of the applicant entity. This must be the entity associated with the Federal Identification (ID) number per the Internal Revenue Service (IRS). If the entity operates under another name as a "d/b/a" (doing business as), please include that in the legal name. Provide the applicants federal identification number. Provide the applicant's address, telephone and FAX number as requested in the first section of Attachment A.
- Conditions/Signature – The person authorized to execute legal documents on behalf of the entity must date and insert an electronic signature to certify that the applicant is in agreement with the conditions listed.

Applicants must complete **Attachment A, page 2** which identifies key personnel contact information. Complete required form following these instructions.

- Key Personnel for this Bid – Provide information for applicant agency personnel associated with this bid proposal. Include the information in the table provided on page 2 of the Cover Page (**Attachment A**). Describe the executive, management, technical, and professional staff who would perform duties related to this project.
  - Regional Sales Manager Name, email address, experience as applicable – Complete and provide the name of the person who has overall responsibility and authority for administering the program in which the entity is applying for the funds.
  - Contract Administrator Name, email address, experience, as applicable – Complete the table by providing the name of the individual with contract negotiations responsibility for this program and the person that the IDPH can contact concerning the bid proposal.
  - Fiscal Manager Name, email address, experience, as applicable – Complete the table by providing the name of the individual with overall responsibility and authority for financial management for the applicant agency.

## **B. Applicant's Background/History and future plans**

In narrative format, applicant shall describe each of the items listed below:

### Background

- Identify other projects in which the applicant is currently providing or has provided services similar to the services described in this RFB.
- Describe other similar contracts or projects currently undertaken by the applicant.
- Explain how many years in this industry the applicant has served.

### Future Plan

- Explain any future plans for expansion or sustainability the applicant has.

## **C. Pricing/Cost Proposal**

The applicant shall propose fair and reasonable prices for the requested services and tokens. The purchase price of new tokens and software to maintain the tokens during the contract period shall remain the same. For future contracts, the costs of new tokens and software shall not increase more than 5% for contract renewal. The IDPH reserves the right to negotiate. The proposed costs must be clear and easy to understand and in compliance with the request below.

The proposed prices shall be all inclusive of the lifetime device warranty, maintenance and support coverage.

Applicant will submit costs in the bid proposal to include:

### New Tokens

- The price for new tokens purchased during the contract period must be all inclusive of a lifetime device warranty, maintenance and support. This period will cover all warranties, support and maintenance for at least a 5 year period. Applicant must identify the term of the warranty associated with the proposed cost. Applicants proposing a 6 year warranty term for new tokens will receive 5 bonus points in the score.

### Existing SafeWord 2008 eToken PASS (Event Sync) tokens

- The price for renewing warranties to cover a 5 year period on all previously purchased (currently IDPH owned) SafeWord 2008, eToken PASS (Event Sync) tokens.

## V. EVALUATION CRITERIA

An evaluation committee made up of employees of the IDPH will review and score the bid proposals. Refer to **Appendix II** for the Draft Score tool. The committee will consider all information provided in the bid proposal when making its recommendation and may consider relevant information from other sources. The IDPH may also consider geographical distribution, pricing information and any other information received pursuant to the procurement process. The lowest priced bid proposal is not necessarily the best bid proposal. The IDPH will consider the submitted bid proposals and the review committee's scores and recommendations. The evaluation committee's selection will be subject to the final approval of the IDPH.

IDPH reserves the right not to award the contract to the applicant with the highest point average.

The bid proposals will be evaluated and a recommendation will be made using the following criteria, which are listed in no particular order:

- A. All parts of each section are included and addressed.
- B. Descriptions and detail are clear, organized and understandable.
- C. Descriptions are responsive to the intent of the RFB
- D. The overall ability of the applicant, as judged by the evaluation committee, appears to meet the needs of IDPH. This judgment will be based upon factors such as cost proposal, history of the applicant agency, future/sustainability of maintaining IDPH needs as described and applicant's ability to provide the services in the manner requested.

Points will be assigned for each item listed as follows:

- 5 Applicant's proposal or capability is exceptional and exceeds expectations for this criterion.
- 4 Applicant's proposal or capability is superior and slightly exceeds expectations for this criterion.
- 3 Applicant's proposal or capability is satisfactory and meets expectations for this criterion.
- 2 Applicant's proposal or capability is unsatisfactory and contains numerous deficiencies for this criterion.
- 1 Applicant's proposal or capability is not acceptable or applicable for this criterion.

***The maximum points to be awarded for each proposal section are as follows:***

<b>Component of Bid Proposal</b>	<b>Weighting</b>	<b>Potential Total Points to be Awarded</b>
Cover Page (Attachment A, Page 1)	--	Required
Key Personnel (Attachment A, Page 2)	--	Required
Background/History (Narrative)	3	15
Future Plans (Narrative)	1	5
Cost Proposal	5	25
6 Year Warranty Bonus Points	--	5
Total Potential Points Awarded		50*

\*Applicants must receive a minimum score of 27 to be considered for funding.

## **VI. CONTRACTUAL TERMS**

The Contract, which the IDPH expects to award as a result of this RFB, shall be based upon the proposal submitted by the successful Applicant and this RFB. The Contract between the IDPH and the successful Applicant shall be a combination of the scope of services, terms and conditions of the RFB, the proposal of the Applicant, and all written clarifications or changes made in accordance with the provisions herein. The IDPH reserves the right to either award a Contract without further negotiation with the successful Applicant or to negotiate Contract terms with the selected Applicant if the best interests of the IDPH would be served by negotiation.

Any contract awarded by the IDPH shall include specific contract provisions and the general conditions effective October 1, 2009 as posted on the IDPH Web site at [www.idph.state.ia.us](http://www.idph.state.ia.us) under *Funding Opportunities* link. Refer to **Appendix I** for the Draft Contract Template. The Draft Contract Template included is for reference only and is subject to change at the sole discretion of IDPH. Contract terms contained in the general conditions are not intended to be a complete listing of all contract terms, but are provided only to enable applicants to better evaluate the costs associated with the RFB and the potential resulting contract.

Results of the review process or changes in federal or state law may require additions or changes in final contract conditions requirements.

## **VII. APPEAL OF THE AWARD DECISION**

The posting of the Notice of Intent to Award on the IDPH Web page constitutes receipt of notification of the adverse decision per 641 Iowa Administrative Code Chapter 176.8(1). Applicants may appeal the adverse award decision by filing a written appeal to IDPH within 10 working days of posting of the Notice of Intent to Award in accordance with 641 Iowa Administrative Code 176.8(1). Appeals shall be submitted in writing, return receipt requested, to Stacey Hewitt, Contract Administrator, Division of Administration and Professional Licensure, Iowa Department of Public Health, Lucas State Office Building, Des Moines, Iowa 50319-0075. Appeals must clearly and fully identify all issues being contested and demonstrate what procedures in the proposal were not followed.

In the event of an appeal, the IDPH will continue working with the selected Applicant pending the outcome of the appeal.

## **VIII. APPENDICES AND ATTACHMENTS**

Appendices and Attachments identified in the bid document are posted in separate ZIP files on the IDPH Web page under *Funding Opportunities*: [www.idph.state.ia.us](http://www.idph.state.ia.us).