1. Would IPERS consider an alternate CMS instead of continuing to use Drupal?
   A. No.

2. How well does the current site meet the goals in the RFP? Are you expecting a new visual design and some IA tweaks, or a complete rethinking of the site and its content? (Or something in-between...)
   A. We are interested in a completely new website.

3. Please describe the calculators in the Members section. Are they javascript based in Drupal? iFrames loaded from an external source?
   A. The calculators are derived from a custom module that utilizes java script files and two CSS files. The java script and CSS files are downloaded from a third party vendor.

4. Are we correct in assuming that only the public website at www.ipers.org is in scope, and that the members and employers subdomains are not part of the project?
   A. The member and employer subdomains are not part of this RFP.

5. What search tool is being used on the site? (Solr, etc.)
   A. The search tool is the search module within Drupal Core. Additionally, we use a custom module called “Search Wrapper” that modifies the default search HTML output.

6. How many Drupal developers do you have on staff currently? What will their role be in the project?
   A. IPERS has one technical resource with five years of Drupal 7 experience.

7. Please provide a list of Drupal modules in use on the site.

<table>
<thead>
<tr>
<th>Module</th>
<th>Module</th>
<th>Module</th>
</tr>
</thead>
<tbody>
<tr>
<td>addressfield</td>
<td>draggableviews</td>
<td>metatag</td>
</tr>
<tr>
<td>addressfield_tokens</td>
<td>email</td>
<td>module_filter</td>
</tr>
<tr>
<td>admin_menu</td>
<td>entity</td>
<td>module_missing_message_fixer</td>
</tr>
<tr>
<td>admin_views</td>
<td>entity_translation</td>
<td>multiform</td>
</tr>
<tr>
<td>antibot</td>
<td>extlink</td>
<td>node_revision_delete</td>
</tr>
<tr>
<td>backup_migrate</td>
<td>features</td>
<td>on_the_web</td>
</tr>
<tr>
<td>calendar</td>
<td>field_collection</td>
<td>pathauto</td>
</tr>
<tr>
<td>chosen</td>
<td>field_group</td>
<td>phone</td>
</tr>
<tr>
<td>ckeditor_link</td>
<td>field_property</td>
<td>plupload</td>
</tr>
<tr>
<td>clientside_validation</td>
<td>field_slideshow</td>
<td>quicktabs</td>
</tr>
<tr>
<td>collapse_text</td>
<td>file_entity</td>
<td>redirect</td>
</tr>
<tr>
<td>colorbox</td>
<td>flexslider</td>
<td>registration</td>
</tr>
<tr>
<td>colorbox_node</td>
<td>flexslider_field_collection</td>
<td>remote_stream_wrapper</td>
</tr>
<tr>
<td>conditional_fields</td>
<td>google_analytics</td>
<td>respondsjs</td>
</tr>
<tr>
<td>context</td>
<td>honeypot</td>
<td>rules</td>
</tr>
<tr>
<td>ctools</td>
<td>insert_view</td>
<td>site_map</td>
</tr>
<tr>
<td>custom_breadcrumbs</td>
<td>jquery_update</td>
<td>strongarm</td>
</tr>
<tr>
<td>date</td>
<td>libraries</td>
<td>table_altrow</td>
</tr>
<tr>
<td>date_ical</td>
<td>link</td>
<td>token</td>
</tr>
<tr>
<td>datepicker</td>
<td>linkchecker</td>
<td>tracking_code</td>
</tr>
<tr>
<td>devel</td>
<td>media</td>
<td>views</td>
</tr>
<tr>
<td>diff</td>
<td>media_youtube</td>
<td>views_bulk_operations</td>
</tr>
<tr>
<td>download_file</td>
<td>menu_attributes</td>
<td>webform</td>
</tr>
<tr>
<td>drafty</td>
<td>menu_block</td>
<td>webform_phone</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
8. Please describe the functionality of any custom modules in use on the site.

A. Calcs- Financial calculator custom module
B. Ckeditor_custom – Custom configurations for the CKEditor
C. Image_style_preview – Creates a block which will display all available image styles
D. Insert_block – Inserts a block into content
E. Insert_view_gen – A field that can be added to any node that will generate the code to insert a view into the node
F. Menu_block_placement – Provides a field widget to use for block placement assigned to a region taking the menu hierarchy into account
G. Misc – Miscellaneous overrides and fixes for contributed modules
H. Node_expanded_menu – Allows users to set the expanded nature of the menu item on creation
I. Search_wrapper – Modifies the default search HTML output
J. Theme_control – Adds theme specific alters
K. V3 – Creates a login form for the V3 external login system
L. Webform_remote_post_helper – Allows admin to do remote post with provided URL

9. Please list the content types on the current site.

A. Basic Block
B. Basic Event
C. Basic News
D. Basic Page
E. Basic Slideshow
F. Expandable Page
G. Forms / Publications / Newsletters
H. Job Posting
I. Media Press Kit
J. People
K. Webform

10. Please describe any existing taxonomy that needs to migrate to new site

A. Vocabularies:
   A. Board and Committee
   B. Category
   C. Event Types
   D. Newsletters
   E. Sections
   F. Tags

11. A site crawl of www.ipers.org found 590 HTML URLs and 437 PDFs. Does that sound accurate?

A. According to our site optimization platform, there are currently 758 URL links and 491 PDFs on the site.

12. How much of that content do you expect to move to the D8 site?

A. Whether IPERS will choose to migrate content will depend on what is necessary to accomplish the successful vendor’s proposal.

13. Please describe the publishing workflow.

A. TBD and coordinated with the successful vendor.

14. We did not see any integrations with external data sources on the site. Is that correct?

A. External data is integrated with the My Account tool (employer and member subdomains). My Account is not part of this RFP.

15. Are you using any tools to achieve / maintain accessibility standards on the site?

A. The Tota11y module is enabled on the test site, but nothing is currently in use on the production site.
16. Where is the site currently hosted? Do you want a cloud hosting quote with the proposal? If yes, please provide data storage and usage data, and SLA requirements.

A. Currently, IPERS is not planning for any changes to our hosting arrangement with the State of Iowa / OCIO infrastructure and support. If a hosting change is required in the future, IPERS will engage the successful vendor in any transition plans.

Amount of data = 416 MB
Bandwidth/traffic per month (average for February 2020) = 1.3 MB (homepage) x 18.5K clicks/visitors
SLA – uptime agreement 99.9%

17. We are a US company will some remote employees working from outside of the US. Is there any restriction on their ability to contribute to the project?

A. No

18. Section D. MINIMUM QUALIFICATIONS on page 4, you have asked:

Have at least three years of experience providing Drupal website development and system support.
Have at least three current or prior contracts to provide Drupal website development and system support.

Our question is: Would experienced resource (candidates assigned to this project) of ours will qualify or is it mandatory to have the above experience as a company?

A. The successful vendor must meet all of the Minimum Requirements. Failure to do so shall result in rejection of the proposal.

19. Are you open to switching to different technology platforms other than Drupal, such as .Net?

A. No.

20. With reference to the aforementioned RFP, I wonder if you could please let us know if you are open to a Canadian agency that currently works with clients in the US?

A. Yes.

21. Whether companies from Outside USA can apply for this?

A. Yes.

22. Whether we need to come over there for meetings?

A. TBD. The answer to that will be determined based on the successful vendor’s response to this item in the RFP: If your company is not located in the Des Moines area, explain how you will be accessible to IPERS staff.

23. Can we perform the tasks (related to RFP) outside USA?

A. Yes.

24. Can we submit the proposals via email?

A. Please see PART 2 of the RFP for instructions for submitting proposals.

25. Do you have additional money set aside beyond the $100,000 for hosting and ongoing maintenance and support?

A. Yes.

26. Who built your current site?

A. Eagle Creek Software Services

27. Please describe your current hosting setup. Are you interested in hosting services?

A. Our website uses the LAMP stack (Linux, Apache, MySQL, PHP). There is a reverse proxy between the Internet and the server. At this time, IPERS is not planning for any changes to our hosting arrangement using the State of Iowa/OCIO infrastructure and support. If a hosting change would be required in the future, IPERS will engage the selected vendor from this RFP in any transition plans.
28. Who currently provides you with ongoing support services?
A. WebSpec Design

29. Please describe your technical / IT staff. How many members do you have and what is their level of experience, particularly with Drupal and/or PHP. This helps us determine the level of support you may require.
A. IPERS has one technical resource with five years of Drupal 7 experience supporting IPERS needs. IPERS and OCIO have numerous IT staff members with various infrastructure, database, and application support experience who assist the current Drupal resource as necessary.

30. May we provide additional information beyond the questionnaire in Part 3? For example, we like to provide a summary of our 4-step project approach, which gives a good description of our data-driven, user-centered and content-first process. We also like to include a detailed response to the Minimum Qualifications, which does not appear to have a specific section outlined in the Questionnaire. Is this acceptable to IPERS?
A. Yes. Addressing the Minimum Qualification is referenced in Part 4, REQUIRED APPENDICES and in Part 2, PROPOSAL SUBMISSION INFORMATION.

31. We work almost exclusively with municipalities and government agencies, like IPERS. We try to minimize the burden on our clients when providing references, as this falls outside their official duties. We are happy to provide contact information for our reference – addresses, phone numbers, and emails – so they may be contacted for a reference. We believe that candid conversation about our work for them will be more useful than a formal written letter. If selected as a finalist, we are also happy to ask them to provide official letters of reference at that point. Is this acceptable to IPERS?
A. No. Vendors responding to this RFP must provide answers to the questions posed in Part 3 of this RFP.

32. Would you be open to working with a firm from Washington DC or are you looking for a local firm?
A. The successful vendor may be from any location.

33. Do you need us to make any adjustments to the current brand guidelines?
A. No.

34. How many user-restricted pages are part of the project?
A. There are currently no user-restricted pages.

35. Do you require a Hosting agreement?
A. Currently, IPERS is not planning for any changes to our hosting arrangement with the State of Iowa / OCIO infrastructure and support. If a hosting change is required in the future, IPERS will engage the successful vendor in any transition plans.

36. We also partner with Pantheon for Hosting, would that work on your end?
A. See question 34.

37. Who are the main stakeholders in the project?
A. IPERS’s audiences are 1) Active members, 2) Inactive members, 3) Beneficiaries/Annuitants, 4) Retirees, 5) Employers, 5) Iowans, 6) Lawmakers

38. Who would be making the decisions and revisions for designs?
A. IPERS staff will make decisions for revisions and designs in partnership with the successful vendor and potentially with IPERS’ communications agency of record.

39. In light of current situation, would you be okay with having all meetings happen virtually?
A. TBD. The timeline calls for the contract to be executed on June 1. It will depend on the situation at that time.

40. Could you provide more information of the existing third-party products the site integrates with?
A. The calculators are derived from a custom module that utilizes java script files and two CSS files. The java script and CSS files are downloaded from a third party vendor (Dinkytown.net). There isn’t any “integration” with Dinkytown.net.
41. Will we be responsible for migrating all the content? If the client chooses to help the agency, we could reduce budget accordingly.
A. Whether IPERS will choose to migrate content will depend on what is necessary to accomplish the successful vendor’s proposal.

42. What analytics platform are you currently using to track your traffic statistics?
A. Google Analytics

43. As a national leader of pension and portal applications, we typically find that the 25-34 group is the least engaged, but your stats show otherwise. Do you know what content this group is accessing?
A. These are the top three pages that demo visits; 1) https://www.ipers.org/members/register-my-account 2) https://www.ipers.org/members/estimate-your-benefits 3) https://www.ipers.org/members

44. Is the 4-month completion timeline tied to a certain event you would like to have the website live for?
A. No.

45. Can you provide a list of third-party products that currently integrate with your website?
A. See question 39.

46. Do you have access to a source library for the calculators on your site?
A. The calculators are derived from a custom module that utilizes java script files and two CSS files. The java script and CSS files are “downloaded” from a third party vendor.

47. Do you foresee needing to update the calculator or add any additional functionality?
A. We will review the calculators as part of an overall review of the site with the successful vendor.

48. Is there business-critical functionality or Drupal modules that have to be migrated or reproduced in the new website?
A. Whether IPERS will choose to migrate content will depend on what is necessary to accomplish the successful vendor’s proposal.

49. What social media platforms do you currently maintain? Are there any that are embedded with the website?
A. 1) Facebook, 2) Twitter, 3) LinkedIn, 4) YouTube. No.

50. Do you plan on implementing a new event management software to allow members to RSVP electronically? After reviewing your site, it looks like you have to call in to currently do this.
A. We’re currently building online registration functionality through our members self service tool, My Account.

51. Are you currently using a search appliance that can index documents and provides predictive search results?
A. No.

52. Is there an incumbent vendor that is bidding on this project? If so, can you share the name of that vendor?
A. Eagle Creek Software Services built the current site. We do not know if they will submit a bid.

53. What digital challenges does IPERS face in the next 5 years?
A. The laws and rules that regulate IPERS are complex. Our biggest challenge is to present information in a way that’s fresh, approachable and easy to understand. We don’t want our members to feel intimidated; we want them to feel empowered to understand their retirement benefits.

54. Are there any concerns/issues the IPERS team has with the existing Drupal 7 site?
A. Our primary concern is that the site is five years old and no longer adequately serves the needs of our members.
55. On page 4 of the RFP the “Sock it Away” campaign is reference. Can you provide additional information about this campaign? Is there another vendor who is running this or are you looking for this proposal to support this campaign?  
A. This campaign is primarily managed internally, although our communications agency of record sometimes lends support. The website vendor will be a partner in growing this campaign.

56. What is the current IPERS MarTech stack (email newsletter platform, marketing automation platform, etc.)?  
A. IPERS’ communications team is three people. We do our best to plan, execute and measure our work. Because our audience is very finite, most of our work is related to communications rather than marketing. We do not use marketing automation platforms. GovDelivery is our current enewsletter platform; previously we used Constant Contact.

57. Is there an event or activity that is driving the 4 month timeline referenced in the RFP?  
A. No.

58. Can you elaborate on the monthly support IPERS is looking for after the site launches? Is this just for maintenance of plugins and core updates or does this include additional design/dev tasks?  
A. We expect the successful vendor to provide support and expertise that exceed the skills of our internal staff.

59. Is the expected cost for this service provided in the $100,000 budget for the project?  
A. Additional budget will be available for ongoing support and maintenance.

60. Is there a structure that IPERS prefers to work with vendors on monthly basis (hourly, retainer, etc.)?  
A. IPERS will pay for services by the hour. We do not keep vendors on retainer.

61. Is there already a brand book for IPERS?  
A. We are currently in the process of updating our brand standards in partnership with our communications agency of record.

62. Please provide a list of all known integration points and any details about those integrations points (SSO with My Account tool, Twitter feed, etc.).  
A. ‘On the Web’ module is utilized for configuration of the Facebook, Twitter, YouTube and LinkedIn links. My Account is also a link. There is no SSO (single sign on) currently.

63. Is there any content that is shared between ipers.org and any other domain/subdomain?  
A. No.

64. Is there any member only content on the ipers.org website?  
A. No.

65. Will IPERS allow a collaborative response – one that is a submission from one agency (for design) and another agency (for Drupal programming and maintenance)? Or will this be a disqualifier?  
A. IPERS will allow this.

66. What specific level of ADA compliance is IPERS seeking?  
A. Our website should meet the Web Content Accessibility Guidelines (WCAG) 2.0 levels A and AA.

67. Is it correct to assume that this RFP pertains solely to the domain ipers.org and NOT the member login area powered by Vitech Systems Group?  
A. That is correct.

68. Please confirm all plugin calculators will remain embedded and otherwise unchanged (design)?  
A. We will review the calculators as part of an overall review of the site with the successful vendor.
69. Based on prior experience, how often is IPERS requesting reports and ad-hoc meetings (ballpark)?
A. IPERS did not regularly meet with the vendor that built the site nor the vendor that currently maintains it. Currently, this is because we’re not making significant updates to the site in anticipation of a new one. It is possible that IPERS will want to hold status meetings with the successful vendor approximately every other week. However, this is TBD.

70. Does IPERS have a preference as to how old of a browser they wish to be supported or maintained? For instance, IE11 is typically not supported.
A. IPERS preference is for the website to be compatible with current browser standards by Microsoft, Google, Apple, Firefox - and the last previous supported browser version from each.

71. In section E on page 5 of the RFP, a reference to SEO experience is cited. Is there an expectation of IPERS to utilize SEO services to this site post-launch? If yes, would IPERS want that quoted with this proposal? And if so, is there an additional budget for SEO?
A. We will work with the vendor to create an SEO strategy and plan. Budget will be available to support the plan.

72. Is there additional information regarding your two strategic goals including the “Sock It Away” campaign and an integrated messaging strategy that is available at this time?
A. IPERS agency of record to review and streamline our print communications. The successful website vendor will further help us know the best execution of delivering print content online.

73. Are there any website “don’ts” based on past experience – whether technology based, user interaction, or content driven that you are able to share at this time?
A. We are not aware of any.

74. What are the current engagement numbers for defined target audiences as well as what is the target number for success, and over what period of time?
A. We have not established target numbers and a period of time over which success can be measured.

75. What are the top attributes of the current website?
A. According to Google Analytics, the most used parts of the sites are the member and employer subdomains, FAQs, Forms, benefit estimate information, welcome information and contract information.

76. What are the top three issues/opportunities to improve concerning the website?
A. 1) Improved organization of content/navigation 2) Improved search 3) Improved functionality

77. (Reference 4th bullet, section D of Part I) Given that this section references multiple websites require support, could you please list all the websites?
A. Apologies for this typo. The RFP concerns only ipers.org.

78. Are there any challenges with the current Drupal installation? If so, please explain.
A. No.

79. (4th bullet, section D of Part I) Will IPERS provide the selected vendor access to an existing VPN or is this another deliverable that the vendor is charged with establishing?
A. IPERS can provide remote access into the IPERS environment using Citrix. However, IPERS anticipates that all development work and quality assurance / testing will take place in a vendor provided environment. When development and testing is completed, IPERS will facilitate the transition into the production environment with Iowa OCIO.

80. In regards to hosting, will the selected vendor provide hosting services or will this be the responsibility of IPERS?
A. Currently, IPERS is not planning for any changes to our hosting arrangement with the State of Iowa / OCIO infrastructure and support. If a hosting change is required in the future, IPERS will engage the successful vendor in any transition plans.
81. In regards to the Report a Member’s Death form [https://www.ipers.org/members/report-member’s-death](https://www.ipers.org/members/report-member%e2%80%99s-death), what happens on the backend (workflow) when this form is submitted?
A. The online form is submitted to staff who are responsible for investigating member deaths.

82. In regards to the Publications fulfillment order form [https://www.ipers.org/about-us/publications](https://www.ipers.org/about-us/publications), what happens on the backend (workflow) when this form is submitted?
A. IPERS staff fulfill requests for print publications.

83. In addition to what has been expressed in the RFP, are there any operational bottlenecks, stakeholder interactions, or other workflow challenges/opportunities of improvements that are being faced which we may factor in our proposed solution?
A. We believe the information presented in this RFP – and the answers provided in this document – are sufficient for vendors to submit an adequate initial response.

84. Are there any concerns with a NY based firm submitting a proposal?
A. No.

85. In of lieu of our clients writing letters of reference, would project summaries and contact information to the corresponding client be an acceptable alternative?
A. Vendors responding to this RFP must provide answers to the questions posed in Part 3 of the RFP.

86. Is it correct to assume that the Data Sharing Agreement is to be signed with selected vendor and not at this phase?
A. Only the successful vendor must sign the Data Sharing Agreement.

87. Based on “Have expertise in digital and responsive design, SEO, VEO, analytics, social integration and digital content strategy development.” stated in the RFP, does IPERS expect a completely new UX/UI theme redesign or minimal theme changes for Drupal 8 version?
A. We are interested in a completely new website.

88. Would all previous years of events need to be migrated?
A. Whether IPERS will choose to migrate content will depend on what is necessary to accomplish the successful vendor’s proposal.

89. Sites ‘Member login’ and ‘Employee login’ are assumed not included in migration. Is this correct?
A. That is correct.

90. Have you conducted any primary user experience research to understand how well your strategic messages and information architecture fulfills the needs of your stated audience groups?
A. No.

91. Are you interested in conducting this type of research, understanding this may increase the overall timeline?
A. Perhaps, depending on how it affects the timeline and budget.

92. What are the strategic plan deliverables for [www.ipers.org](http://www.ipers.org)?
A. These will be identified in partnership with the successful vendor.

93. Are you envisioning a brief document that outlines key criteria and benchmarks, etc. or are you expecting a more in-depth report based on comprehensive levels of primary and secondary research?
A. The RFP is not intended to be comprehensive. Each vendor is responsible for determining all factors necessary for submission of a comprehensive proposal.

94. Have you conducted a content audit to identify pages that will migrate to the new site as is, need to be rewritten/edited for content and/or images, and pages that will not move?
A. No.
95. How many pages of content will migrate to the new site?
A. Whether IPERS will choose to migrate content will depend on what is necessary to accomplish the successful vendor’s proposal.

96. How many website pages will need to be written or rewritten by the chosen vendor to follow the new strategic plan?
A. See question 94.

97. Is the IPERS staff interested in migrating some content to save costs?
A. See questions 94.

98. How many content types are on the current Drupal site and can you provide URL examples of each?
A. There are 11 content types;
https://www.ipers.org/members/digital-delivery
Latest News on Home Page
https://www.ipers.org/events/2019/bac-meeting-1
https://www.ipers.org/newsroom/2020/waiver-some-retirement-application-requirements
https://www.ipers.org/slideshow/new-reporting-officials-training
https://www.ipers.org/designating-beneficiary
https://www.ipers.org/public-service-manager-1
https://www.ipers.org/contact-us/media-press-kit
https://www.ipers.org/people/donna-m-mueller
https://www.ipers.org/contact-us

99. How many views are used on the current site and can you provide URLs of each?
A. 23 views, some of which have additional displays (page or block) within one view. Again, IPERS is seeking a newly designed website and not wishing to rebuild what it currently has.

100. Are there any APIs or external data connections that are dynamically called into www.ipers.org? If so, can you please describe their function and what method is used to connect data sources to the Drupal site.
A. No.

101. Are there any custom modules that need to be rewritten and migrated to the new site? If so, please describe the functionality of the module.
A. Whether IPERS will choose to migrate content will depend on what is necessary to accomplish the successful vendor’s proposal.

102. Have developers performed a module audit to determine which, if any, modules may not have a direct upgrade path to Drupal 8.x/9?
A. No, because this RFP is considered a request for a new website and not a request for migrating the current site.

103. What are the number of images and documents that need to migrate to the new site?
A. Whether IPERS will choose to migrate content will depend on what is necessary to accomplish the successful vendor’s proposal.

104. Is there a specific event driving the ideal roll-out of the updated website within four months?
A. No.

105. Can you comment if this is a hard deadline?
A. It is a negotiable deadline.

106. Will preference be given to shorter timelines in the scoring of proposals?
A. No.
107. Will a successful proposal require a formal letter of recommendation for each Drupal project reference or will names with contact information fulfill this requirement?
A. Vendors responding to this RFP must provide answers to the questions posed in Parts 3 of the RFP.

108. Any preferred websites which you are planning to implement the same with Ipers.org?
A. No.

109. Any constraint for CMS or you want to continue with the Drupal CMS only with upgraded version?
A. We will only consider proposals for Drupal development.

110. What are the key challenges for this project?
A. The laws and rules that regulate IPERS are complex. Our biggest challenge is to present information in a way that’s fresh, approachable and easy to understand. We don’t want our members to feel intimidated; we want them to feel empowered to understand their retirement benefits.

111. Supply computers, software and other necessary equipment required to provide remote Drupal 8 website development and system support – can you elaborate more?
A. The successful vendor must have the equipment and software necessary to provide remote Drupal 8 website development and system support.

112. Are you also looking for vendor to provide the hosting services?
A. Currently, IPERS is not planning for any changes to our hosting arrangement with the State of Iowa / OCIO infrastructure and support. If a hosting change is required in the future, IPERS will engage the successful vendor in any transition plans.

113. Any third party tools to be integrated?
A. No third party “tools” but the retirement calculators are derived from a custom module that utilizes java script files and two CSS files. The java script and CSS files are downloaded from a third party vendor.

114. Can you provide more details on the “. . . existing third party products, including financial calculators, etc.” mentioned in section D (Minimum Qualifications)? Specifically, are there third-party products currently in use that will need to be adapted or modified? If so, what are those? Should we include hours to address that as a project task?
A. No third party “tools” but the retirement calculators are derived from a custom module that utilizes java script files and two CSS files. The java script and CSS files are downloaded from a third party vendor.

115. Is the budget reference of $100,000 dedicated to the planning, design, development, and testing of the IPERS website only or does that budget include costs for hosting and/or on-going support?
A. The $100,000 budget is intended for all costs associated with the planning, design, development and testing of the new site. Additional funds will be available for ongoing development and support.

116. If the budget does include hosting and support costs, can you provide an estimated breakout so we have a clear understanding of the actual design/build budget amount?
A. See question 114

117. The ideal 4-month project timeline stated in the IPERS RFP document is aggressive. Is this timeline driven by an event or a specific deadline? What degree of flexibility does the IPERS Team have to work with a slightly longer timeline (e.g. 6 months)?
A. This timeline is negotiable.

118. Will the redesigned IPERS.ORG website continue to provide prominent links for the ‘My Account Login’ and ‘Employer Login’?
A. Yes.
119. Is there an expectation by the IPERS Team that the selected vendor will provide design, development, or support for the members login area, the employer area, or the security/permissions model used within the IPERS website?  
A. No.

120. Similar to the previous question, does the IPERS Team expect that the selected vendor would provide any type of consulting services related to any databases used by IPERS.ORG or the structure of cloud managed content?  
A. No.

121. With the 4 month timeline, can the project be broken into phases?  
A. Yes.

122. What other IPERS’ websites that the vendor will be supporting and accessing remotely via VPN? (Pg 4, Minimum Qualifications)  
A. Apologies for this typo. The RFP concerns only ipers.org.

123. Who will be writing the new website content and the targeted ongoing content? Is it solely the vendor, or IPERS, or a collaborative effort between the two?  
A. IPERS and/or IPERS and our communications agency of record will write content.

124. What existing marketing materials will be accessible to the chosen vendor?  
A. Our communication materials area available to anyone who requests them.

125. Will the chosen vendor be granted access to relevant analytics data?  
A. Yes.

126. What financial calculator service do you use?  
A. Dinkytown.net

127. Would you be open to a non-US based vendor completing this work?  
A. Yes.

128. Do you have a preference towards domestic vendors?  
A. No.

129. What is your desired website launch date?  
A. The website will ideally roll out no more than four months after a contract is executed.

130. What is the size of your website? How many page URLs and how many documents?  
A. Size is approximately 416 MB. Regarding content (page URLs/documents) whether IPERS chooses to migrate content will depend on what is necessary to accomplish the successful vendor’s proposal.

131. Do you currently have a style guide that represents your brand?  
A. We are currently updating our brand standards. A style guide is not yet developed.

132. Are you looking to retain the current style or completely redesign?  
A. Completely redesign.

133. How extensively you want to redesign it?  
A. We are looking for a completely new website.
134. How much of the present content will be migrated to the new site? (this question pertains to videos, pdfs, forms, calendars & all other forms of content)
A. Whether IPERS will choose to migrate content will depend on what is necessary to accomplish the successful vendor’s proposal.

135. There are a bunch of PDFs embedded on the site. Do you want to convert them into HTML pages?
A. Perhaps. We will make that decision in consultation with the successful vendor as part of a broader compliance, accessibility and functionality conversation.

136. Communications Goal: Integrate and streamline print publications, web site, email to better target messages and audiences, improve the user experience and reduce costs. Do you already have a vendor working with you for the media/print/advertising?
A. Yes.

137. Do you have clearly defined individual scope of work for both print and electronic platforms?
A. Yes.

138. Do you have metrics for the amount of traffic received by the current website per month?
A. Yes.

139. Are you currently running any Google Ads or Paid Campaigns to drive traffic to the website?
A. No.

140. Did you run the ‘Sock It Away’ campaign in the past?
A. Yes.

141. Did you follow any specific metrics to measure the success of the campaign?
A. Yes.

142. Do you have any targets for the amount of traffic you would like to receive on your website over the next 1,3,5 years?
A. No.

143. If amount of traffic is not a criterion for success, how do you define success of your website?
A. The laws and rules that regulate IPERS are complex. Our biggest challenge is to present information in a way that’s fresh, approachable and easy to understand. We don’t want our members to feel intimidated; we want them to feel empowered to understand their retirement benefits.

144. Support existing third-party products, including financial calculators, etc. What are the different kinds of third-party products expected to be integrated in your new website? Please let us know.
A. There are none. It is TBD if the financial calculators will be something IPERS continues to utilize.

145. We see that you are using calculators from dinkytown.net. Are there any other calculator requirements beyond what is currently being used?
A. No.

146. Support existing third-party products, including financial calculators, etc. What level of support are you looking for with regards to third party products? Will we be talking to those third party software providers in order to provide you support? Please let us know.
A. We will likely ask the vendor to support all third party products. Currently there is a custom module in place that works with the downloaded files from dinkytown.net.
147. Where is the website currently hosted? Are you presently part of a cloud environment? If so, please provide the details.
A. The site is currently hosted through the State’s enterprise
Amount of data = 416 MB
Bandwidth/traffic per month (average for February 2020) = 1.3 MB (homepage) x 18.5K clicks/visitors
SLA – uptime agreement 99.9%

148. How often is your website currently updated (weekly/monthly/quarterly)? Do you want us to help you with that?
A. Other than updating copy, modules as necessary, home page banners and PDF files, we make minimal changes to the site in anticipation of the creation of a new one. The successful vendor will provide ongoing site support.

149. How often are security patches and updates applied to the server?
A. Security patches are applied within a day or two of notification. Non-critical module updates are applied bi-annually.

150. We have DevOps process in our managed hosting where we take care of Drupal/Web Server/Database updates and patching. Do you want us to help you with that?
A. Currently, IPERS is not planning for any changes to our hosting arrangement with the State of Iowa / OCIO infrastructure and support. Which would handle the Web Server and Database updates. If a change is required in the future, IPERS will engage the successful vendor in any transition plans.

151. Would you like to continue with your current provider or are you open to vendor providing hosting services as part of this proposal?
A. Currently, IPERS is not planning for any changes to our hosting arrangement with the State of Iowa / OCIO infrastructure and support. If a hosting change is required in the future, IPERS will engage the successful vendor in any transition plans.

152. What is the current codebase/database size?
A. Approximately 416 MB.

153. What website backup process do you have in place at this time?
A. The current website vendor does a nightly backup.

154. How is the site monitored for uptime?
A. The current website vendor has tools in place to monitor ipers.org uptime. IPERS also has an internal email notification in place if the site goes down.

155. What disaster recovery process is used?
A. IPERS’ current website vendor would do a restore from the nightly backup.

156. How do you keep the site secure?
A. It’s handled between State of Iowa OCIO and IPERS’ own infrastructure/architecture.

157. How many users use the VPN to access and manage the website?
A. The current website vendor is allowed access through State of Iowa OCIO.

158. How frequently do you want to review site for Accessibility issues and fix them?
A. Ongoing

159. Would you like an estimate before these are fixed or require an annual / monthly / quarterly plan?
A. It’s possible that vendors will sign a Work Authorization that identifies the scope of work and intended budget for each responsibility area, including accessibility.
160. Provide regular status reports, including, but not limited to, milestones, tasks completed, test results, risks, issues and budget information. How frequently do you want this status report? Weekly / bi-weekly / by project phase. Participate in routine and ad hoc meetings as requested by IPERS for the purposes of planning, maintenance, oversight, performance and management of www.ipers.org. Do you want this weekly/bi-weekly.
A. TBD

161. In regard to the minimum qualification of “Support existing third-party products, including financial calculators, etc.” To confirm - does "support" in this context means that our new site setup will allow for those third-party products to be integrated like they are now, and not that we will provide ongoing support for those products?
A. We will likely ask the vendor to support all third party products.

162. Is there a list of existing third-party products or identified new third-party products that may require API integration with the new website build?
A. No.

163. Are there additional details that can be provided with the "Sock it Away" campaign and how that needs to be supported by the website? Such as landing pages, contact forms, tool integration or facilitating new My Account users?
A. IEPRS introduced the “Sock It Away” campaign at the 2019 Iowa State Fair. We saw success with that execution and hope to enhance the campaign. But first it needs a strong web presence. IPERS will determine the components of that presence in partnership with the successful vendor.

164. Are IPERS’ strategic communication goals something the department is internally planning to implement independent of the website project, or would the department be interested in us providing a quote for marketing hours to help form strategies to meet those goals during and after the website project?
A. No. IPERS currently works with an agency of record for marketing and communications support.

165. Under minimum qualifications, in reference to the qualification “Provide regular status reports, including, but not limited to, milestones, tasks completed, test results, risks, issues and budget information.” Is the department expecting a specific type of “testing” on their site aside from our usual QA and browser testing, and if so, what does that testing look like?
A. This item intends to communicate that IPERS will require regular status updates from the successful vendor.

166. Can you provide a better idea of your content needs? Will IPERS have staff members writing content, will it be a collaboration between teams, or will the IPERS team rely on the vendor to write content?
A. IPERS and/or IPERS and our agency of record will write content.

167. You mention that your budget is up to $100k (thank you for sharing). Is hosting or any ongoing support costs separate from this budget, or do they need to be factored in? Are you strongly hoping to keep the overall costs down as low as possible, or are you comfortable with a budget that seeks to use all available funds in the most effective way possible?
A. Additional funds will be available for ongoing support and maintenance. Of course we are interested in keeping costs down, but we are prepared to use the budget in full.

168. Can we get a temporary admin login to the current site? A dev or sandbox version is fine, but it would be helpful to review how the current site is constructed to determine what might be needed for a migration to Drupal 8.
A. No.

169. Are you open to a longer timeline if needed? Four months could work, but in our experience, having more time will allow for more time to plan and consider our options, and avoid duplicating what may have not worked in the first place. 6 months would be a more comfortable timeline in our experience.
A. The timeline is negotiable.

170. Can you explain more about your expectations for this requirement? We support many client sites remotely but wondered what specific requirements you might have in mind.
171. We typically schedule regular weekly check-ins on projects, with the opportunity to check in more frequently as needed. Will you require “daily interaction with IPERS” as the RFP indicates? If so, please say more about this requirement, so we can budget accordingly.
A. Daily interactions are possible but not required.

172. Can we assume you require level AA compliance with WCAG standards? There are 3 levels of compliance possible, but AA is typical for most of our clients.

173. Have you any particular concerns or experience with security issues on the current site that we can address? How should we demonstrate that we can meet this requirement?

174. The RFP states – “Collaborate with the IPERS team... to deliver ... content.” Can you elaborate on what kind of content contributions you are expecting? Does it include copywriting?
A. The IEPRS team will write the content, but we appreciate the successful vendor’s help knowing how that content is best communicated on web.

175. Many of our clients see a major web redesign as an opportunity to clean up content, remove old pages and files, and to do a general refresh. Is this in your plans or are you expecting a straight 1-to-1 migration of all current content and navigation on your site as it stands today? Note that migration would require a good amount of your overall project budget.
A. Whether IPERS will choose to migrate content will depend on what is necessary to accomplish the successful vendor’s proposal.

176. Can you describe any external integrations with other sites or data sources more complex than an iFrame or embed code? This gives our team a better idea of the technical and design requirements for the project, and where you might need additional consulting.

177. Where is your site currently hosted? Are you open to switching providers?
A. Currently, IPERS is not planning for any changes to our hosting arrangement with the State of Iowa / OCIO infrastructure and support. If a hosting change is required in the future, IPERS will engage the successful vendor in any transition plans.

178. Who will be involved in the project from your team? Who would be the project lead? Do you have technical staff versed in your current system available to help with migration-related work?
A. IPERS’ Communications Director will be the project lead, although two Information Specialists will also be a part. One member of IPERS’ Information Management Division have experience with Drupal and will provide technical support.

179. The RFP states that project management accounts for 40% of the proposal evaluations. Could you provide more information on what aspects of our approach to project management you are looking to learn more about (communication level, approach to budget, methodologies, etc.)? Or when you say project management are you more so referring to the approach to the project (project phases, activities, and deliverables)?
A. Vendor should answer this question in the way that they believe best supports their proposal.