

**State of Nebraska State Purchasing Bureau
REQUEST FOR INFORMATION**

REQUEST FOR INFORMATION (RFI) NUMBER	RELEASE DATE
RFI PORTAL APPLICATIONS	December 15, 2023
DUE DATE AND TIME	STATE PURCHASING BUREAU CONTACT
February 16, 2024 2:00 p.m. Central Time	Connie Heinrichs

This form must be signed manually in ink or by DocuSign and returned, along with information and documents, by the date and time specified.

PLEASE READ CAREFULLY!

DISCLAIMER: This notice is for informational purposes only. This is not a request for proposal or quote. It does not constitute a solicitation and shall not be construed as a commitment by the State of Nebraska. Responses in any form are not offers and the State of Nebraska is under no obligation to award a contract as a result this announcement. No funds are available to pay for the preparation of responses to this announcement. Any information submitted by respondents is strictly voluntary.

INTRODUCTION: Responses to the RFI may be used to formulate final requirements and/or to identify qualified vendors capable of meeting those requirements. The description herein outlines preliminary requirements envisioned in developing electronic government services applications to be part of the State of Nebraska's online information portal created to provide electronic access to public records and electronic information for citizens, businesses, and state and local governments across Nebraska. The information gathered may be used to formulate acquisition strategies for competitive solicitations.

BACKGROUND: The State of Nebraska (State), Department of Administrative Services (DAS), Materiel Division, State Purchasing Bureau (SPB), is conducting market research and seeking electronic government services applications to be part of the State of Nebraska's online information portal (Portal) created to provide electronic access to public records and electronic information for citizens, businesses, and state and local governments across Nebraska.

ALL INFORMATION PERTINENT TO THIS REQUEST FOR INFORMATION CAN BE FOUND AT:

<https://das.nebraska.gov/materiel/bidopps.html>

RESPONDENT MUST COMPLETE THE FOLLOWING

By signing this Request For Information form manually in ink or by DocuSign, the respondent affirms they agree with provisions stated in this Request for Information.

FIRM: _____

COMPLETE ADDRESS: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

SIGNATURE: _____ DATE: _____

TYPED NAME & TITLE OF SIGNER: _____

TABLE OF CONTENTS

REQUEST FOR INFORMATION	i
TABLE OF CONTENTS.....	ii
I. SCOPE OF THE REQUEST FOR INFORMATION.....	1
A. SCHEDULE OF EVENTS	1
II. RFI RESPONSE PROCEDURES	3
A. OFFICE AND CONTACT PERSON	3
B. GENERAL INFORMATION	3
C. COMMUNICATION WITH STATE STAFF	3
D. WRITTEN QUESTIONS AND ANSWERS	3
E. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS.....	3
F. SUBMISSION OF RESPONSE.....	4
G. PROPRIETARY INFORMATION	4
III. PROJECT DESCRIPTION AND SCOPE OF WORK.....	5
A. PURPOSE AND BACKGROUND	5
B. NETWORK MANAGER PORTAL OPERATIONS.....	6
C. RESPONDENT REQUIREMENTS	7
Form A Vendor Contact Sheet.....	13

I. SCOPE OF THE REQUEST FOR INFORMATION

The State of Nebraska, Administrative Services (AS), Materiel Division, State Purchasing Bureau (hereafter known as State Purchasing Bureau), is issuing this Request for Information, RFI Portal Applications for the purpose of gathering information regarding companies interested in developing electronic government services applications to be part of the State of Nebraska’s online information portal (Portal) created to provide electronic access to public records and electronic information for citizens, businesses, and state and local governments across Nebraska.

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

NOTE: All ShareFile links in the Schedule of Events below, are unique links for each schedule step. Please click the correct link for the upload step you are requesting.

	ACTIVITY	DATE/TIME
1	Release Request for Information	December 15, 2023
2	Last day to submit written questions ShareFile link for uploading questions: https://nebraska.sharefile.com/r-rd2aedb33e9284d2abba670252cb2f2ba	January 5, 2024
3	State responds to written questions through Request for Information “Addendum” and/or “Amendment” to be posted to the internet at: https://das.nebraska.gov/materiel/bidopps.html	January 22, 2024

4	<p>RFI DUE – Online Via Zoom</p> <p>IT IS THE RESPONDENT’S RESPONSIBILITY TO UPLOAD ELECTRONIC FILES BY DUE DATE AND TIME. EXCEPTIONS WILL NOT BE MADE FOR TECHNOLOGY ISSUES.</p> <p>ShareFile Electronic Proposal Submission Link: https://nebraska.sharefile.com/r-rb8cdaf5205ec430b8c9c6c56aaef18a7</p> <p>Join Zoom Meeting https://us02web.zoom.us/j/85830735674?pwd=OXVieFRKWmhPZGR3a0JJT29xbXhDQT09</p> <p>Meeting ID: 858 3073 5674 Passcode: 408031</p> <p>---</p> <p>One tap mobile +16699006833,,85830735674#,,,,*408031# US (San Jose) +17193594580,,85830735674#,,,,*408031# US</p> <p>---</p> <p>Dial by your location</p> <ul style="list-style-type: none"> • +1 669 900 6833 US (San Jose) • +1 719 359 4580 US • +1 253 205 0468 US • +1 253 215 8782 US (Tacoma) • +1 346 248 7799 US (Houston) • +1 669 444 9171 US • +1 689 278 1000 US • +1 929 205 6099 US (New York) • +1 301 715 8592 US (Washington DC) • +1 305 224 1968 US • +1 309 205 3325 US • +1 312 626 6799 US (Chicago) • +1 360 209 5623 US • +1 386 347 5053 US • +1 507 473 4847 US • +1 564 217 2000 US • +1 646 931 3860 US <p>Meeting ID: 858 3073 5674 Passcode: 408031</p> <p>Find your local number: https://us02web.zoom.us/j/85830735674?pwd=OXVieFRKWmhPZGR3a0JJT29xbXhDQT09</p>	<p>February 16, 2024 2:00 PM Central Time</p>
5	<p>The State reserves the right to conduct oral interviews at the sole invitation of the State.</p>	<p>To Be Determined</p>

II. RFI RESPONSE PROCEDURES

A. OFFICE AND CONTACT PERSON

Responsibilities related to this Request for Information reside with the State Purchasing Bureau. The point of contact for the RFI is as follows:

Name: Connie Heinrichs
Agency: State Purchasing Bureau
Address: 1526 K Street, Suite 130
Lincoln, NE 68508
Telephone: 402-471-0975
E-Mail: connie.heinrichs@nebraska.gov

B. GENERAL INFORMATION

There is no commitment by the State of Nebraska to issue a solicitation as a result of this RFI. This is being issued solely for informational and planning purposes and does not constitute a solicitation. Responses to this notice are not offers and cannot be accepted by the State of Nebraska to form a binding contract. This is not a request for proposal or quote. It does not constitute a solicitation and shall not be construed as a commitment by the State. Responses in any form are not offers and the State is under no obligation to award a contract as a result of this announcement. No funds are available to pay for preparation of responses to the announcement. Any information submitted by respondents is strictly voluntary.

C. COMMUNICATION WITH STATE STAFF

Communications regarding this RFI between respondents and individuals employed by the State should be restricted to written communication with the staff designated above in paragraph II. A. The following exceptions to these restrictions are permitted:

1. Contacts made pursuant to any pre-existing contracts or obligations; and
2. State-requested presentations, key personnel interviews, clarification sessions, or discussions.

The State of Nebraska will issue any clarifications or opinions regarding this RFI in writing.

D. WRITTEN QUESTIONS AND ANSWERS

Questions regarding the meaning or interpretation of any Request for Information provision should be submitted in writing to State Purchasing Bureau and clearly marked "RFI Number PORTAL APPLICATIONS; Portal Service Application Questions". It is preferred that questions be [submitted](#) via ShareFile link in Schedule of Events (Section I.A.) It is recommended that vendors submit questions using the following format.

<u>Question Number</u>	<u>RFI Section Reference</u>	<u>RFI Page Number</u>	<u>Question</u>

Written answers will be posted at <https://das.nebraska.gov/materiel/bidopps.html> on or before the date shown in the Schedule of Events.

E. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS

The State may conclude that oral interviews/presentations and/or demonstrations are needed for clarification or understanding. Oral interviews are at the sole invitation of the State and may not be needed of all respondents.

Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the vendor and will not be compensated by the State.

F. SUBMISSION OF RESPONSE

The State is only accepting electronic responses submitted in accordance with this RFI. The State will not accept responses by mail, email, voice, or telephone, unless otherwise explicitly stated in writing by the State.

It is the responsibility of the vendor to check the website for all information relevant to this RFI to include addenda and/or amendments issued prior to the opening date. The website can be found here: <https://das.nebraska.gov/materiel/bidopps.html>.

WHAT SHOULD BE INCLUDED IN YOUR RESPONSE:

1. Do submit succinct, thoughtful responses to the requirements/questions listed in this RFI.
2. Do submit comments that address the State's requirements, assumptions, conditions, or contemplated approaches to this requirement.
3. Do submit information and suggestions that may encourage new, different, or innovative approaches that would result in products, solutions, and direct savings to the State of Nebraska.

G. PROPRIETARY INFORMATION

Data contained in the response and all documentation provided therein, become the property of the State of Nebraska and the data becomes public information upon opening the response. If the respondent wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. All proprietary information the respondent wishes the state to withhold must be submitted marked proprietary. Failure of the respondent to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other respondents and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. § 84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, vendors submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, as determined by the State, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

III. PROJECT DESCRIPTION AND SCOPE OF WORK

The State of Nebraska is issuing this RFI for the purpose of gathering information regarding companies interested in developing electronic government services applications to be part of the State of Nebraska's online information portal (Portal) created to provide electronic access to public records and electronic information for citizens, businesses, and state and local governments across Nebraska.

The respondent should provide the following information in response to this Request for Information.

A. PURPOSE AND BACKGROUND

Pursuant to the Records Management Act, (Neb. Rev. Stat. §§84-1201 to 84-1227), the State of Nebraska, through the Nebraska State Records Board (NSRB) has contracted with a network manager to provide infrastructure and services needed to implement and operate the Portal and direct and supervise the day-to-day operation and expansion of the Portal (Neb. Rev. Stat. §84-1205).

The current network manager is Nebraska Interactive, LLC. Nebraska Interactive, LLC is a subsidiary of NIC, Inc. NIC, Inc. was acquired by Tyler Technologies, Inc. in February of 2021. Nebraska Interactive, LLC is now doing business under the trade name Tyler Nebraska (Tyler Nebraska).

Members of the NSRB are (Neb. Rev. Stat. §84-1204):

- a) The Secretary of State, as the State Records Administrator, or his or her designee (Chair);
- b) The Governor, or his or her designee;
- c) The Attorney General, or his or her designee;
- d) The Auditor of Public Accounts, or his or her designee;
- e) The State Treasurer, or his or her designee;
- f) The Director of Administrative Services, or his or her designee;
- g) Three representatives appointed by the Governor to be broadly representative of banking, insurance, and law groups; and
- h) Three representatives appointed by the Governor to be broadly representative of libraries, the general public, and professional members of the Nebraska news media.

Nebraska.gov is the Portal home page for access to online government information and services. The home page links to every State agency. By using the portal links, users are directed to various agencies whose links within their pages take the user to online services developed, maintained, and hosted by Tyler Nebraska, the Nebraska Office of the Chief Information Officer (OCIO), or other vendors.

Some of the information and services available through the Portal are free to the user, while other information and services are subject to fees for electronic access, or transaction fees. These fees are sometimes established in statute, and in other cases may be set by the NSRB. A subscription service is also available for users who want to regularly access electronic information.

To increase the availability of services, the NSRB would like to gather information on the ability of other vendors to develop and maintain electronic government services applications for state government agencies, to be part of the Portal. The NSRB would also like to gather information on options for the hosting of such applications, including the hosting of such applications on State of Nebraska servers.

The Portal should provide the easiest, most convenient way for citizens to arrive at information and services offered and maintained by government agencies. Applications developed should

allow citizens easy and convenient access to government information and services while increasing the efficiency of the agency offering the service through the Portal.

All application development services must comply with the Nebraska Information Technology Commission (“NITC”) standards and guidelines, available online: <https://nitc.nebraska.gov/standards/index.html>.

B. NETWORK MANAGER PORTAL OPERATIONS

Tyler Nebraska uses or has utilized custom solutions as well as platforms such as Tyler Technologies, Inc.’s low-code, no-code solutions like AppEngine, Engagement Builder, and Application Platform, powered by Entellitrak (Entellitrak). Tyler Nebraska currently provides hosting services using utilizing both on-premise and cloud technologies when approved by the NITC standards and guidelines.

Tyler Nebraska maintains an estimated 200 applications, 80 websites, and 1,000 service installations for State and local government agencies.

The applications and services are accessible to end users running popular, widely available browsers, and are accessible from computers, tablets, and mobile devices.

Tyler Nebraska provides hardware, and provides or develops software, as necessary to make the Portal operational.

The Portal is available 24 hours a day, 7 days a week. Toll-free technical support, or a help desk is available to users between the hours of 8:00 AM and 6:00 PM Central Time. All services are proactively monitored 24 hours a day, 7 days a week.

Funds collected through the Portal, with certain exceptions, are processed by credit card, debit card and other electronic payments by the payment processor selected by the State Treasurer and the Director of Administrative Services directly into a state or national bank selected by the State Treasurer. The current payment processor for the State of Nebraska is Elavon, Inc. under contract number 97195 O4, and the State of Nebraska has a contract with U.S. Bank for Automated Clearing House (“ACH”) origination services under contract number 94018 O4.

Local government funds and any Portal fee collected as a result of a local government services offered through the Portal are processed by the credit card, debit card and other electronic payment by the payment processor selected by the network manager and deposited into an account selected by the network manager.

Tyler Nebraska is responsible for online security consistent with online payment card industry standards, specifically the Payment Card Industry’s Data Security Standards (PCI DSS). Tyler Nebraska pays all card processing fees.

The Portal does not contain any advertisements, endorsements, content, or hyperlinks to any commercial products or services (except hyperlinks for actual e-government transaction services needed by customers).

The State of Nebraska is entitled to a non-exclusive perpetual royalty free right-to-use-only license to all application software, documentation and source code utilized in operating the Portal which is developed by Tyler Nebraska or its Portal affiliates, with the exception of certain electronic services.

C. RESPONDENT REQUIREMENTS

Vendor should respond to the following questions, providing detail regarding vendor's experience and processes.

APPLICATION DEVELOPMENT

1. Describe respondent's experience and business model as it relates to developing applications which provide electronic access to public records and electronic information for citizens, businesses, and state and local government, including the following:
 - i. Experience developing custom applications, and the framework or platforms used for such custom application development;
 - ii. Experience using Entellitrak, a low-code application development platform offered by Tyler Technologies, Inc. Specify whether you are or have certified Entellitrak developers on staff; and
 - iii. Experience using other low-code or no code solutions for the development of applications, and the low-code or no code solutions you have used.

Vendor Response:

2. Describe respondent's experience as it relates to obtaining code from existing applications and modifying or enhancing the applications to make them operational. Also describe what application framework or programming languages were used.

Vendor Response:

3. Describe respondent's experience as it relates to conversion of proprietary applications to another platform.

Vendor Response:

4. Define respondent's view of an easy, medium, and complex application. Describe respondent's general timelines for application development based upon the complexity of the applications and framework or platforms used.

Vendor Response:

5. Describe respondent's application development process for both custom development and low-code or no-code solutions, including but not limited to, gathering application requirements and objectives, planning, designing, coding, testing, documentation, deployment, ongoing maintenance, enhancements, and problem resolution.

Vendor Response:

6. Describe any database management systems used. Also, describe respondent's experience integrating applications with existing spreadsheets or databases. Please explain whether data would be stored in developed applications or maintained locally by the state or local government agencies.

Vendor Response:

7. Describe respondent's ability to ensure applications developed are accessible to end users on widely available browsers, and are accessible from computers, tablets, and mobile devices.

Vendor Response:

8. Describe respondent's knowledge of federal and state laws for accessibility and usability, including but not limited to, compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d).

Vendor Response:

9. Describe respondent's ability to obtain analytics on applications you have developed and deliver usage and other data to the State.

Vendor Response:

HOSTING SERVICES

1. For custom applications, or low-code/no-code applications (including Entellitrak), describe respondent's application hosting capability and experience hosting such applications.

Vendor Response:

2. Describe respondent's hosting environment, including but not limited to, whether it is on or off-premises, whether it is single-tenant or multi-tenant, and whether you own and operate the infrastructure for the hosting environment, or use a third-party hosting provider.

Vendor Response:

3. Indicate respondent's regular up-time, or the total amount of time applications are available for end-use.

Vendor Response:

4. The Nebraska OCIO provides a SQL Server Database Hosting service for state agencies. Describe whether applications respondent develops could be hosted by the OCIO, or what conditions would be necessary to facilitate such hosting.

Vendor Response:

PAYMENT PROCESSING

1. Describe respondent's experience providing payment processing services. Do you currently use an electronic payment processor?

Vendor Response:

2. Describe respondent's knowledge of payment card industry (PCI-DSS) compliance.

Vendor Response:

3. If transactions need to be processed through applications built by respondent, would you be able to integrate with and use the electronic payment processor selected by the State Treasurer and the Department of Administrative Services?

Vendor Response:

SECURITY AND TECHNICAL REQUIREMENTS

1. Describe respondent's policies and process for ensuring application versions are current and secure.

Vendor Response:

2. Describe respondent's knowledge of, or experience with, the NITC standards and guidelines, or similar government information technology standards, and ability to operate in compliance with such standards.

Vendor Response:

3. Describe respondent's experience working with Personally Identifiable Information ("PII") and respondent's process for management and security of PII.

Vendor Response:

4. Describe respondent's experience with laws regarding governance of data (e.g. Health Insurance Portability and Accountability Act of 1996, as amended; the Privacy Act of 1974, as amended; the Federal Information Security Management Act of 2002, as amended, etc.).

Vendor Response:

5. Describe respondent's experience providing training, support, and technical assistance on use of applications.

Vendor Response:

6. Describe respondent's support services, including but not limited to, availability of a help desk and on-call hours.

Vendor Response:

7. Describe ability to ensure applications developed do not contain any advertisements, endorsements, content, or hyperlinks to any commercial products or services (except hyperlinks for actual e-government transaction services needed by customers).

Vendor Response:

8. The State of Nebraska requires all records, data, and information created, developed, derived, maintained, or stored by the vendor pursuant to provision of services to the State of Nebraska to be property of the State of Nebraska. In addition, the State of Nebraska is entitled to a non-exclusive perpetual royalty free right-to-use-only license to all application software, documentation and source code utilized in operating applications and the Portal. Indicate whether these requirements are acceptable to

you, if there would need to be exceptions, or if there would be an acceptable alternative.

Vendor Response:

9. Information technology vendors are required to obtain and maintain required insurance, including but not limited to, commercial general liability, workers compensation, umbrella/excess liability, and cyber liability. Please provide information on the types of insurance and coverage amounts respondent maintains.

Vendor Response:

PRICING

1. Describe the pricing structure for respondent's services, including fee structure. If respondent charges hourly rates, please provide the service categories and applicable hourly rates. Please include as much detail as possible, including but not limited to, design and development costs, implementation fees, license fees, maintenance fees, enhancement fees, hosting fees, costs for help-desk features, etc.

Vendor Response:

2. Provide typical prices for low, medium, and high-level difficulty applications that the State can expect to pay.

Vendor Response:

VENDOR OVERVIEW

1. Include a brief overview of respondent's organization, number of years in business, and an overview of the key personnel involved in the applicable services.

Vendor Response:

2. Describe any similar work performed for state or local government agencies.

Vendor Response:

3. Describe any other entities respondent uses in the provisions of services, and whether they are an affiliate, third-party service provider, subcontractor, etc.

Vendor Response:

4. Provide any additional information respondent believes would be beneficial to the NSRB regarding options for development, maintenance, and hosting of electronic services applications to be part of the Portal.

Vendor Response:

Form A

Vendor Contact Sheet

Request for Information Number PORTAL APPLICATIONS

Form A should be completed and submitted with the response to this RFI document.

Primary Respondent Point of Contact	
Vendor Name:	
Vendor Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	

Secondary Respondent Point of Contact	
Vendor Name:	
Vendor Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	