

Iowa County Treasurers E-Government Alliance (ICTEA)

Request for Proposals (RFP) for Hosting, Support, and Redesign

1. Introduction

The Iowa County Treasurers E-Government Alliance (ICTEA), a public entity organized under Iowa Code 28E, is soliciting proposals from qualified vendors to:

1. **Phase 1:** Provide hosting and technical support services for the existing *iowatreasurers.org* website and all associated applications, services, and integrations.
2. **Phase 2:** Redesign, modernize, and enhance the look, function, architecture, accessibility, and security posture of the ICTEA website and supporting systems.

Vendors must clearly delineate solutions and pricing for Phase 1 and Phase 2 within a **single proposal**.

All communications, questions, and submissions must be sent to: **icteaboard@govtechservices.com**.

2. Background

ICTEA operates a statewide online portal providing property tax payments, motor vehicle registration renewals, escrow and portfolio batch payment functions, and a suite of administrative tools used by counties, business partners, and the public. The system includes:

- Public-facing website
- Password-protected extranet
- Escrow, portfolio, and tax sale subsequent systems
- Ledger, reconciliation, and county reporting tools
- Integrations with the Iowa DOT, county software vendors, and payment processors
- County file exchange via secure FTP
- In-office payment support

ICTEA has experienced significant growth in usage and needs a vendor capable of providing reliable technical support, transparent operations, and a forward-looking modernization strategy.

3. RFP Structure

This RFP is divided into two distinct phases:

- **Phase 1: Hosting and Support of the Existing System**
- **Phase 2: Website Redesign, Rewrite, and Modernization**

Vendors may not submit partial proposals; a single proposal covering both phases is required.

PHASE 1 — Hosting and Technical Support of the Existing System

4. Scope of Work – Phase 1

The selected vendor will:

4.1 Hosting Requirements

- Host existing ICTEA website and related components.
- Maintain full operational stability, security, and performance.
- Provide 99.5% uptime (excluding scheduled maintenance).
- Maintain and renew SSL certificates and domain names as needed.
- Manage site DNS records.
- Perform daily backups and maintain disaster recovery capability.
- Vendor will provide visibility into hosting resources and configurations upon request.

4.2 Technical Support Requirements

- Provide technical support Monday–Friday, 7AM–7PM CST.
- Respond quickly and with appropriate transparency to issues raised by ICTEA, counties, partners, or the public.
- Provide clear incident ownership and triage processes.
- Maintain DOT, county, tax sale, and payment processor integrations.

- Ensure continued PCI DSS compliance.
- Maintain security patching, monitoring, and log review.
- Perform basic content updates or additions.

4.3 Reporting & Governance

Provide monthly reports including:

- Site traffic and related statistics
- Incident/outage review when applicable
- Hours expended, summarized by category of work
- Identified risks and suggested strategies for mitigation

Participate in monthly governance meetings with ICTEA and project manager.

4.4 Transition Requirements

- Collaborate with outgoing or prior vendors to ensure smooth transition.
- Inventory all current integrations, codebases, and system components.
- Confirm ownership and control of components and infrastructure
- Prepare and follow a transition timeline
- Ensure ongoing and consistent communication is maintained throughout the transition process.

5. Phase 1 Pricing Model

Vendors must follow the required commercial structure:

5.1 Hosting Costs

- Cloud hosting costs will be billed to ICTEA as transparent pass-through expenses.
- Vendor may charge a cloud hosting management fee calculated as a % of the pass-through expenses.
- Vendor will deploy and utilize cloud resources in a cost-effective manner following industry standards and best practices.
- In addition to the recurring hosting fees, one-time costs of transitioning the site to a new vendor are allowed and should be clearly outlined in the response.

5.2 Technical Support Costs

- Technical support services will be billed as a fixed monthly flat fee.
- The flat fee will cover all support and maintenance activities as noted in the support requirements.

- Site enhancements fall outside the standard support scope and may incur additional charges, as mutually agreed upon by both parties.
- One-time costs of transitioning the site to a new vendor are allowed and should be clearly outlined in the response.

No alternative pricing structures will be accepted for Phase 1.

PHASE 2 — Website Redesign and Modernization

6. Scope of Work – Phase 2

The selected vendor will deliver a redesigned, modern, secure, compliant, and accessible ICTEA website and supporting systems.

6.1 Design and UX

- Provide a dramatically improved, user-centered, modern interface.
- Ensure **WCAG 2.1 AA** accessibility compliance.
- Redesign public website, extranet, dashboards, and mobile interfaces.

6.2 Technical Architecture

- Modernize or rewrite components as necessary to ensure code is up-to-date, secure, and supported.
- Create scalable, maintainable architecture capable of accommodating new counties and partners with minimal friction.
- Preserve and enhance all current functional capabilities unless otherwise mutually agreed.

6.3 Security & Compliance

The redesign must include:

- Full **PCI DSS** compliance for all payment-related components.
- A third-party **penetration test** and remediation plan. (Security testing vendor and services must be approved in advance by ICTEA.)
- Modern development practices.

6.4 Integrations & Data Flows

- Maintain or improve integrations with:
 - Iowa DOT
 - County vendor systems
 - Tax sale platforms
 - Payment processors
- Maintain robust file exchange processes and reconciliation workflows.

6.5 Deliverables

- High-fidelity UX/UI prototypes
- Technical architecture documentation
- Implementation plan and migration plan
- Testing and QA documentation
- Accessibility audit results
- Security review & penetration test report
- Final deployment to production
- All graphics, source code, reports, and documentation will become property of ICTEA

7. Phase 2 Pricing Model

Phase 2 must be bid as a **fixed project cost** that includes all components:

- UX/UI redesign
- Development and implementation
- Accessibility compliance and testing
- PCI DSS compliance and testing
- Penetration testing
- Migration and go-live support
- Documentation and training

No hourly, retainer, or open-ended pricing will be accepted for Phase 2.

8. ICTEA Governance & Vendor Collaboration

- ICTEA may utilize the Iowa State Association of Counties as a project management resource for this project.
- Vendor must communicate clearly, avoiding unnecessary technical jargon.
- Project planning and progress meetings may include the vendor, project manager, and ICTEA Board.

- Vendor must be proactive in reporting issues or providing recommendations to help the project run smoothly.

9. Vendor Qualifications

Proposals must demonstrate:

- Successful hosting of high-volume, mission-critical online payment or e-commerce systems.
- Experience with public cloud hosting environments.
- Strong understanding of PCI DSS, WCAG, and modern application security.
- Capability to redesign complex public-facing systems.
- Ability to communicate clearly with both technical and non-technical stakeholders.

10. Proposal Format and Requirements

Vendors must submit **one proposal** submission that clearly delineates:

- **Phase 1:** Hosting & Technical Support
- **Phase 2:** Redesign & Modernization

Phase 1 should stand on its own. Phase 2 may have the dependency of phase 1 being completed.

Proposals must also include:

- Separate pricing for each phase
- Staffing plans and resumes
- Client references
- Security and compliance capabilities
- Detailed project plans and timelines

11. Submission Timeline

- RFP published: March 24, 2026
- **Vendor questions due:** May 1, 2026
- ICTEA will issue written responses to all questions by May 7, 2026.
- **Final proposals due:** May 13, 2026
- Submit proposals and questions to: icteaboard@govtechservices.com

12. Evaluation Criteria

ICTEA will evaluate proposals based on:

- Vendor experience and qualifications
- Technical strength of hosting and support plan
- Quality and completeness of redesign proposal
- Cost transparency and alignment to required pricing structure
- Security, compliance, and accessibility approach
- Project governance and communication plan
- Ability to meet required timelines

13. ICTEA Rights

ICTEA reserves the right to:

- Reject any or all proposals
- Request clarifications from any vendor
- Negotiate components of the proposal
- Complete phase 1 without any obligation to proceed to phase 2
- Award based on overall best value to ICTEA
- Cancel or modify the RFP at any time

End of RFP

APPENDICIES:

- **Appendix A – Technical Specifications (Existing System)**
- **Appendix B – Application System Architecture Diagram**
- **Appendix C – Logical Architecture Diagram**
- **Appendix D – Payment Flow Diagram**
- **Appendix E – Historical Transaction Statistics**
- **Appendix F – Glossary**

Appendix A – Technical Specifications (Existing System)

This appendix describes the current ICTEA online payment system and related components. It is provided to help vendors understand the existing environment for **Phase 1 (hosting & support)** and to inform planning for **Phase 2 (redesign/modernization)**.

A.1 Purpose & Scope

The ICTEA online payment system is a web-based application used to:

- Accept online **property tax** payments for 90 Iowa counties.
- Accept **motor vehicle registration renewal** payments.
- Support **escrow** and **portfolio** property tax payments.
- Support **tax sale subsequent tax payments**.
- Act as an informal portal to Iowa County Treasurers' services in all 99 counties.
- Support **in-office** credit/debit card payments via PIN pads.

The system is used by citizens, county staff, and external partners and must be available 24/7 aside from scheduled maintenance.

A.2 Overall System Description

A.2.1 Product Perspective

The ICTEA application is:

- A **web application** with no local installation required (except for in-office payment devices).
- Integrated with banking/payment services to process Visa, Mastercard (credit/debit), Discover, and e-check payments.
- Integrated with county tax systems and the Iowa DOT using scheduled file transfers (FTP).

A.2.2 Key Features

- **Online Property Tax Payments**
 - Citizens can search parcels and pay property tax using cards or e-check.
 - Supports partial and recurring payments.
- **Online Vehicle Registration Renewal**
 - Citizens can renew registrations online if there are no vehicle or customer stops.
 - Uses DOT files (renewal, stop files) exchanged via FTP.
- **Escrow Property Tax Subscription Service**
 - Vendor provides daily updated parcel/tax files for escrow companies via FTP.
 - Escrow customers return files with selected parcels for bulk payment.
 - System generates audit reports and allows escrow users to review summaries and mark payments "ready to finalize."
- **Portfolio Property Tax Subscription Service**
 - Customers build and manage a portfolio of parcels across counties.
 - Supports annual reload of new tax information for portfolio parcels.
 - Supports ACH debit and ACH credit.
 - Exports data to spreadsheets and provides ledger/audit reports.
- **Tax Sale Subsequent Tax Payments**
 - Provides access to parcels where the subscriber holds tax sale certificates.

- Supports subsequent tax payments paid by ACH debit.
- Supports ledger/audit reporting and exports.
- **In-Office Payments (IOP)**
 - Supports credit/debit card payments via PIN pad devices in county offices.
 - Records payments and issues receipts.

A.3 User Classes & Roles

The application supports multiple role-based access levels, including but not limited to:

- **Citizen (Public User)** – Pay taxes, renew registrations, download forms, view FAQs.
- **General User** – View member content pages.
- **County Admin** – Edit County -specific content pages.
- **Site Admin** – Edit site-wide content (FAQs, shared pages).
- **Auditor** – View reports and approve escrow/portfolio payments.
- **Super Admin** – Manage users and site content globally.
- **MemberNP** – Member limited from Ledger access.
- **Portfolio User** – Manage multiple parcels and make grouped payments.
- **Escrow User** – Review escrow payment summaries and mark payments as ready to finalize.
- **Tax Sale Subsequent Taxpayer** – Manage and pay subsequent taxes for tax sale certificates.

A.4 Interfaces & Integrations

A.4.1 County Interfaces (FTP-based)

- Vendor maintains an FTP site for approximately 90 counties.
- Each county uploads daily tax files.
- System imports tax files into the online payment system.
- System generates daily payment files for each county with all payments made online and places them on the FTP site for county pickup.
- System accommodates existing county software platforms (Solutions, Tyler, DevNet, and custom software).

A.4.2 Iowa DOT Interfaces

- DOT provides:
 - Vehicle registration renewal files twice monthly.
 - Vehicle stop and customer stop files daily.
- Vendor retrieves these files from the DOT FTP site and imports them.
- System sends nightly vehicle registration payment files back to DOT via FTP.

A.4.3 Payment Services

- Payment processing is performed via a payment gateway that interacts with a banking services provider.
- The system is responsible for preparing transaction data and disbursement instructions.

A.5 Security & Compliance

- All payment transactions are conducted over HTTPS with SSL/TLS encryption.
- Vendor is responsible for completing applicable **PCI compliance** assessments.
- Confidential information in databases is encrypted.

- The application, logs, and database reside on a segmented network with limited administrator access.

A.6 Content & Payment Management

- **Content Management** – Admin users can create and edit page content using a content management interface.
- **Payment Management** – Admin users can configure settings for disabling or enabling payments by date, time, and type.
- **Scheduling** – Public users can schedule one-time, weekly, monthly, and semi-annual payments.

A.7 Logging, Auditing & Reporting

- System logs key activities such as user login, password changes, content updates, payments, and administrative actions.
- Reporting capabilities include:
 - Payment search and detail reports
 - Summary reports
 - Custom reports for audit and operational needs

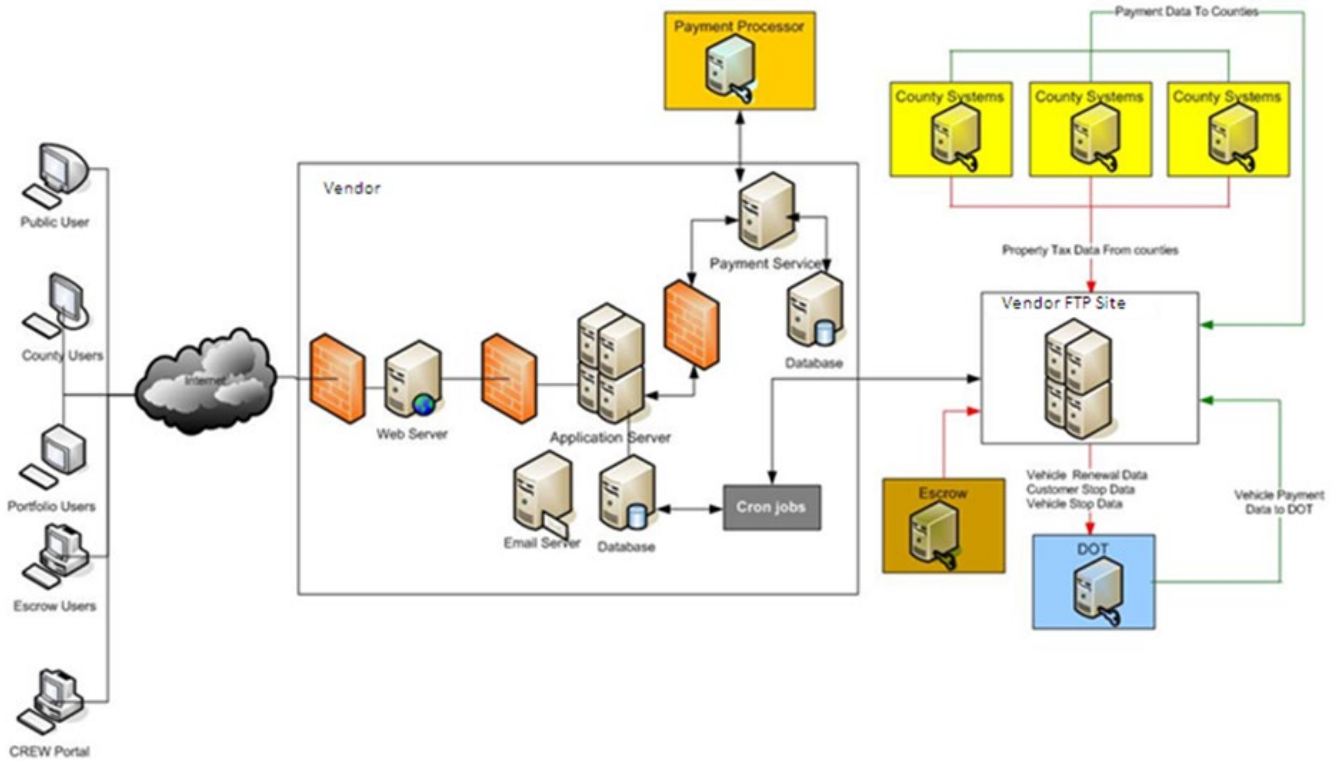
A.8 Performance & Availability

- The system is designed to operate 24 hours per day, with scheduled downtime as needed.
- Performance is especially critical during peak periods:
 - The week ending **September 30**
 - The week ending **March 31**
- Typical response times targeted are 2–5 seconds between user actions, recognizing Internet and load constraints.

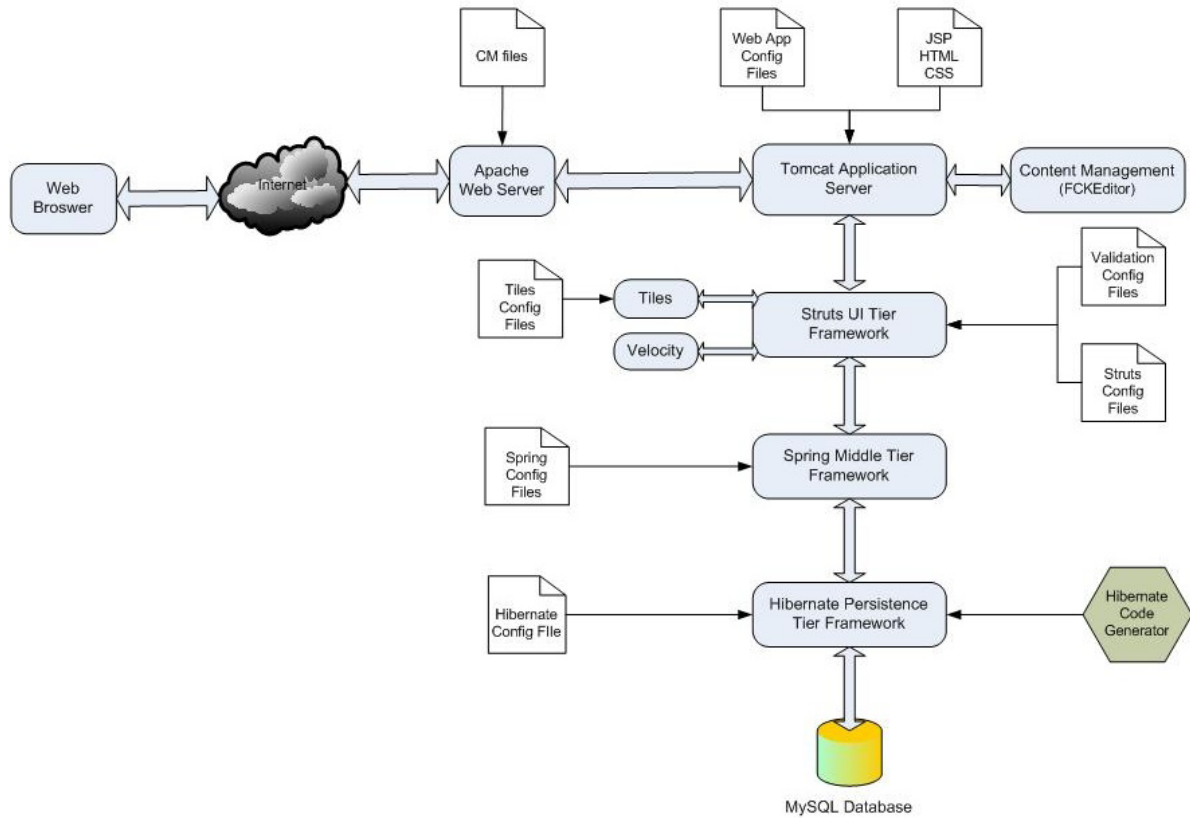
A.9 Support & Help Desk

- Help desk support is currently specified as **7AM–7PM Monday–Friday**.
- Emails and voicemails received after hours are addressed the next business day.

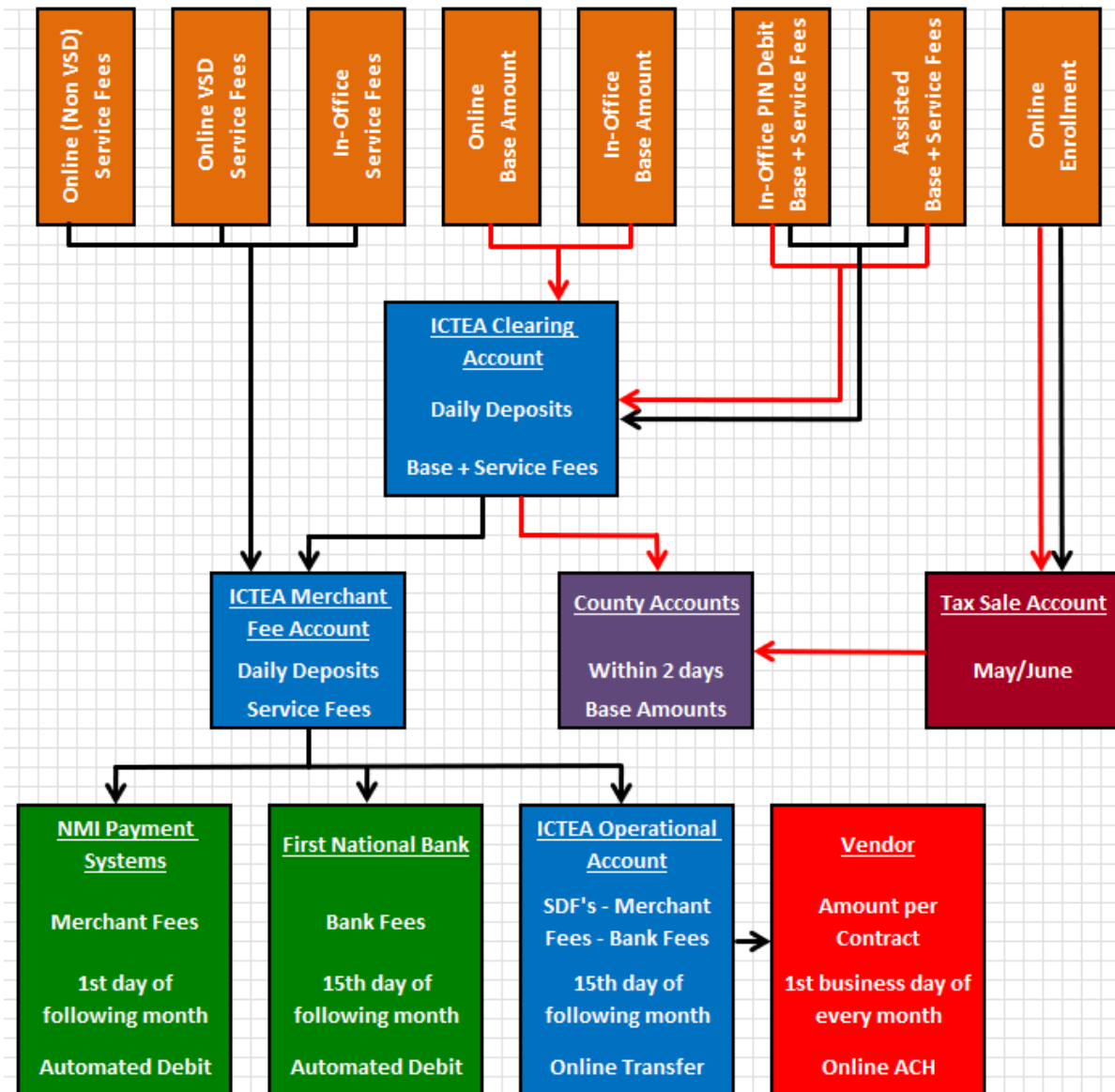
Appendix B – Application System Architecture Diagram



Appendix C – Logical Architecture Diagram



Appendix D – Payment Flow Diagram



Appendix E – Historical Transaction Statistics

ICTEA Online Property Tax Payment History

Month		Items	Returned	Credit Card	ECheck	Escrow	Portfolio	
Dec		7,795	15,335	0	625,580.17	8,494,142.74	0	535,958.00
Jan		7,009	10,83	666	389,397.70	4,837,439.37	0	0
Feb		15,088	30,893	3,550	1,197,278.54	32,690,841.42	0	196,926.50
March		79,101	486,948	17,095	7,958,885.15	298,311,756.69	311,807,126.15	23,906,262.71
April		16,025	27,569	1,337	1,664,919.35	17,767,406.98	0	951,013.00
May		14,587	27,751	1,269	2,064,049.97	15,056,023.88	0	73.00
June		6,745	10,057	6,877	819,767.80	3,431,099.51	0	236.00
July		5,291	7,998	0	241,560.18	1,743,224.11	0	0
Aug		38,883	83,813	52,93	4,547,076.06	96,121,855.90	0	418,718.80
Sep		91,916	551,093	125,801	10,801,647.84	349,078,706.98	327,316,747.88	25,976,500.07
Oct		16,423	31,317	606	2,005,394.78	19,259,506.73	0	0
Nov		13,523	32,387	11,458	1,382,582.85	17,616,799.61	0	62.00
Dec		8,439	16,134	0	566,05.06	9,750,659.82	0	15.50
Jan		7,928	12,080	138	517,516.98	547,7710.94	0	0
Feb		16,799	34,731	16,482	1,373,166.31	35,177,221.94	0	1,483,480.00
March		85,675	515,286	51,407	9,473,888.34	339,977,694.86	328,746,840.11	16,681,028.59
April		16,676	29,758	2,961	2,194,025.62	20,180,977.80	0	0
May		15,213	30,013	1,208	2,213,643.77	17,329,629.84	0	0
June		7,402	10,983	665	930,245.94	3,079,965.09	0	799.00
July		5,724	8,682	54	267,058.77	1,976,069.47	0	0
Aug		40,467	92,137	58,227	4,778,375.92	107,882,043.44	0	186,356.90
Sep		99,152	574,279	74,580	12,744,599.80	389,923,092.66	348,413,877.82	29,414,935.62
Oct		20,460	41,627	6,986	3,170,256.63	32,236,407.31	0	0
Nov		14,806	35,598	11,093	1,585,378.70	18,750,446.12	0	557,262.00
Dec		8,880	18,451	55,811	839,121.70	9,549,631.81	0	541,875.00
Jan		8,180	12,249	0	515,126.24	5,200,98.56	0	0
Feb		18,893	42,202	1,296	1,673,204.62	49,300,097.66	0	0
March		90,591	528,827	25,336	10,179,664.44	365,006,898.91	365,693,298.35	16,600,598.00
April		21,085	40,362	3,777	3,067,132.21	31,507,215.05	0	0
May		16,581	30,410	815	2,179,694.68	19,256,659.59	0	0
June		7,683	11,284	13,827	972,385.57	3,868,695.13	0	0
July		6,515	9,783	0	301,681.35	2,135,787.32	0	0
Aug		42,378	89,554	55,610	5,078,280.03	115,126,132.16	0	0
Sep		113,382	627,412	368,585	15,718,400.16	519,916,378.82	378,237,888.97	19,043,552.21
Oct		18,779	35,283	26,156	2,544,515.51	24,964,175.92	0	0
Nov		13,592	31,263	13,584	1,712,229.92	18,093,401.95	0	0
Totals		1,302,275	5,408,768	2,643,401	148,475,546.09	3,778,122,629.63	2,640,969,064.62	184,021,487.85

ICTEA Online Vehicle Payment History

Month	Transactions	Items	Returns	Credit Card	ECheck
Dec 2021	29,683	53,844	655	2,258,104.00	6,628,229.25
Jan 2022	35,432	61,010	693	2,703,355.50	7,141,366.00
Feb 2022	34,175	57,000	1,999	2,485,194.00	6,679,688.50
March 2022	39,887	67,045	112	2,689,545.75	7,989,082.00
April 2022	35,196	58,864	616	2,494,401.50	6,939,210.00
May 2022	35,870	59,606	515	2,599,737.00	6,967,323.25
June 2022	35,221	58,617	1,264	2,618,334.00	6,956,744.50
July 2022	35,325	58,491	1,241	2,716,511.50	6,941,280.50
Aug 2022	37,230	61,670	1,328	2,863,158.00	7,463,591.50
Sep 2022	35,830	59,856	771	2,807,301.00	7,220,142.50
Oct 2022	33,499	55,302	2,060	2,778,248.00	6,721,616.00
Nov 2022	33,025	58,802	1,119	2,960,945.00	7,093,062.00
Dec 2022	30,305	55,822	2,654	2,465,366.00	6,706,740.00
Jan 2023	37,228	64,036	1,437	3,005,108.50	7,348,570.00
Feb 2023	35,982	60,740	404	2,820,350.00	7,052,342.00
March 2023	41,243	70,152	837	3,140,995.00	8,076,548.00
April 2023	36,156	60,476	277	2,739,539.50	6,976,907.50
May 2023	37,689	63,324	1,078	2,981,320.00	7,292,182.50
June 2023	37,130	61,946	372	2,960,354.50	7,265,196.00
July 2023	36,919	61,677	2,310	2,927,712.50	7,341,693.00
Aug 2023	37,986	63,112	2,238	3,148,384.00	7,502,841.00
Sep 2023	36,342	61,107	3,287	2,914,686.00	7,460,133.00
Oct 2023	35,982	59,529	1,456	3,067,255.00	7,291,837.00
Nov 2023	34,967	63,639	439	2,964,358.00	7,660,521.00
Dec 2023	32,284	59,466	770	2,663,080.00	7,137,140.00
Jan 2024	37,913	65,821	493	3,061,992.00	7,607,098.00
Feb 2024	38,655	65,455	1,475	3,090,515.25	7,444,404.50
March 2024	41,809	71,533	830	3,205,587.25	8,310,482.00
April 2024	38,755	65,070	510	2,980,724.85	7,562,205.50
May 2024	38,374	64,853	1,158	2,949,616.25	7,556,339.75
June 2024	38,152	64,572	581	3,053,093.75	7,547,654.50
July 2024	40,303	67,217	1,347	3,411,220.25	7,925,874.70
Aug 2024	39,933	66,573	2,308	3,353,554.00	7,890,960.50
Sep 2024	40,229	67,987	810	3,399,943.00	8,279,997.50
Oct 2024	37,183	62,428	651	3,251,833.00	7,603,271.50
Nov 2024	30,137	54,819	1,612	2,514,987.75	6,747,938.50
Totals	1,718,071	2,917,692	52,890	133,885,837.85	345,200,859.70

ICTEA In-Office Payment History

Month	Transactions	Returns	Credit Card	ECheck
Aug 2023	32,342	0	8,612,869.14	420,640.20
Sep 2023	31,574	0	10,352,306.62	247,098.75
Oct 2023	28,484	0	7,677,666.67	180,769.01
Nov 2023	25,179	0	6,587,542.21	214,187.20
Dec 2023	23,524	0	6,134,151.64	140,174.65
Jan 2024	22,918	0	5,924,638.58	42,141.05
Feb 2024	29,698	0	7,548,155.25	66,250.35
March 2024	33,791	0	10,193,012.98	152,717.75
April 2024	32,466	0	8,607,695.13	230,253.43
May 2024	33,138	0	8,485,217.61	83,110.05
June 2024	28,984	0	7,269,204.12	82,590.10
July 2024	32,230	0	7,788,924.53	50,524.27
Aug 2024	35,112	0	9,467,520.55	244,425.40
Sep 2024	34,394	0	11,847,273.96	340,378.29
Oct 2024	32,321	0	8,530,945.23	480,176.71
Nov 2024	22,452	258	5,977,903.34	41,190.86
Totals	1,283,784	258	337,070,244.21	6,009,373.67

Appendix F – Glossary

This appendix defines key terms used throughout the RFP and system documentation, including but not limited to:

- **ICTEA** – Iowa County Treasurers E-Government Alliance.
- **ISCTA** – Iowa State County Treasurers Association.
- **Internet Clearing Account (ICA)** – Account used to receive and disburse all funds collected through the web portal.
- **Operational Account** – Account used for operational expenses funded by interest from the ICA.
- **Merchant Fee Account** – Account used for service fee deposits, merchant fees, bank fees, and ICTEA revenue.
- **Tax Sale Account** – Account used for online tax sale payments, bidder registration fees, and related vendor fees.
- **Escrow Payment** – Bulk property tax payments from escrow companies based on county parcel data.
- **Portfolio Payment** – Bulk property tax payments for multi-parcel portfolios managed by a subscriber.
- **Tax Sale Subsequent Payment** – Payment of subsequent taxes on parcels where the payer holds tax sale certificates.

ICTEA RFP – Vendor Questions & Responses

Question 1

We have been looking into this and are curious if there is any interest in the payment component being separate from the software/web hosting?

ICTEA's priority is delivery of a seamless, fully integrated, and user-friendly experience for all users (general public and county staff) of the iowatreasurers.org platform. While payment processing services may technically be provided by separate platforms, ICTEA does not intend for the solution to function as a visibly separate or fragmented set of services from a user perspective. There is no current intent within this RFP to require changes to the existing payment provider. However, as part of the Phase 2 redesign, ICTEA would be open to evaluating alternative approaches or providers if clearly justified and aligned with overall platform goals.

Question 2

To what extent does ICTEA view the escrow and portfolio payment functionality as separable from the website hosting and user interface components? Additionally, for escrow and bulk payment functionality, does ICTEA anticipate continuing with existing providers, or is there an expectation that a new vendor would enhance or replace these processes?

Response:

ICTEA's priority is delivery of a seamless, fully integrated, and user-friendly experience for all users (general public and county staff) of the iowatreasurers.org platform. While escrow and payment processing services may technically be provided by separate platforms, ICTEA does not intend for the solution to function as a visibly separate or fragmented set of services from a user perspective. There is no current intent within this RFP to require changes to the existing payment provider. However, as part of the Phase 2 redesign, ICTEA would be open to evaluating alternative approaches or providers if clearly justified and aligned with overall platform goals.

Question 3

For Phase 1, is ICTEA's expectation that the selected vendor must assume full responsibility for all application components, or would ICTEA consider a model where certain application modules are hosted and managed independently but integrated into the overall platform?

Response:

For Phase 1, ICTEA expects the selected vendor to assume full responsibility to host and maintain the current iowatreasurers.org platform in its entirety, including all application components and integrations. While individual components or services could potentially be delivered or managed by subcontractors or third parties, the selected vendor remains fully responsible for delivery, coordination, integration, performance, and outcomes of the platform.

Question 4

Would ICTEA be open to a hybrid hosting model, where the primary website is hosted by one vendor while specialized services (e.g., escrow or payment processing) are delivered via externally hosted, integrated platforms?

Response:

ICTEA's primary concern is the end-user experience. A hybrid or integrated backend architecture may be acceptable only if it results in a seamless, cohesive, and highly user-friendly experience for all users including the general public and county staff. How services are structured behind the scenes is secondary, provided users experience the platform as a single, unified system and the selected vendor is accountable for all technical aspects of the platform.

Question 5

Is ICTEA expecting a single vendor to deliver both Phase 1 and Phase 2, or would ICTEA consider solutions where these phases are delivered by different vendors?

Response:

ICTEA expects a single prime vendor to be responsible for delivery of both Phase 1 and
This document will be updated from time to time as new questions and responses become available.

Phase 2. While subcontracting is not prohibited, ICTEA requires one primary vendor to be accountable for all work, including management and oversight of any subcontractors. ICTEA requires clear disclosure regarding which items are handled internally or contracted out to third parties. ICTEA's expectation is clear, single point of accountability for all technical aspects of the platform.

Question 6

How should vendors approach payment processing within the scope of this RFP? Is there any intent to evaluate or change the current payment provider as part of this initiative?

Response:

At this time, ICTEA has no stated intent to evaluate or replace existing payment processors as part of this RFP. For Phase 1, no changes to payment processing are intended. For Phase 2, ICTEA would be open to evaluating alternative approaches or providers if clearly justified and aligned with overall platform goals.

Question 7

What are the current approximate monthly hosting costs?

Response:

We do not have visibility into the current hosting environment and are unable to provide this information.

Question 8

What are the specs on the VM's for the current hosting environment?

Response:

We do not have visibility into the current hosting environment and are unable to provide this information.

Question 9

What level of cooperation and knowledge transfer should the selected vendor expect from the current vendor during the transition period?

Response:

Per our contract with the current vendor we expect "professional, business-like"

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cooperation during the transition. The contract states the current vendor will facilitate an orderly transition of the ICTEA Portal and Services, and will act in good faith to preserve the integrity of all related software and work products. The current vendor has stated they will provide the front-end code and the database. The incoming vendor will need to work with ICTEA and the current vendor to move the site and host it elsewhere.

Question 10

Are there any planned or anticipated changes to payment processors, gateways, or banking relationships during Phase 1 or Phase 2?

Response:

At this time, ICTEA has no stated intent to evaluate or replace existing payment processors as part of this RFP. For Phase 1, no changes to payment processing are intended. For Phase 2, ICTEA would be open to evaluating alternative approaches or providers if clearly justified and aligned with overall platform goals.

Question 11

What does technical support look like today (e.g., phone, email, ticketing system)?

Response:

Phone, email, ticketing system. Support hours: 7am-7pm Monday-Friday, Central Time.

Question 12

Can you share current traffic levels (average and peak)?

Response:

In terms of traffic and transaction volume September is an extremely high-volume month. March and June (online tax sale) are also peak times. We do not have visibility into the current hosting environment and are unable to provide specific website visitor/traffic data. A snapshot of historical transaction information is available in Appendix E of the RFP.

Question 13

What are the current versions of PHP, MySQL, and any other critical systems?

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Response: We do not have visibility into the current hosting environment and are unable to provide this information.

Question 14

What level of access will the selected vendor have to existing infrastructure and codebases during the transition?

Response:

Per our contract with the current vendor we expect “professional, business-like” cooperation during the transition. The contract states the current vendor will facilitate an orderly transition of the ICTEA Portal and Services, and will act in good faith to preserve the integrity of all related software and work products. The current vendor has stated they will provide the front-end code and the database. The incoming vendor will need to work with ICTEA and the current vendor to move the site and host it elsewhere.

Question 15

Can you provide a complete list of third-party integrations (e.g., Iowa DOT, payment processors, county systems)?

Response:

The main integrations are with the DOT, the payment processors and the County Tax/financial software (i.e. Solutions, Tyler Technologies, etc). The county integrations rely on FTP file transfers to function in the current system. It is essentially a file export/import that the counties do each business day. We are unaware of integrations in the current site beyond those listed.

Question 16

What is your current PCI DSS compliance status and audit schedule?

Response:

The site is currently PCI DSS compliant. The annual security audit period is currently January-December with the report issued December 31st. The incoming vendor is expected to support ongoing security and compliance efforts.

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Question 17

Have there been any recent security audits or penetration tests? If so, are summaries available to share?

Response:

PCI scanning is performed on a quarterly basis. An annual security audit is performed. We are not aware of a penetration test occurring in the past year. Results of any recent audit, scan, or test results will be shared with the incoming vendor. The incoming vendor is expected to support ongoing security and compliance efforts.

Question 18

What is the expected transition timeline?

Response:

ICTEA would like to have the incoming vendor migrate the site to new hosting and assume responsibility for the site operation as soon as possible. Ideally this would be 30-90 days after a contract is signed. The transition timeline will need to be discussed and coordinated appropriately to ensure minimal disruption to users.

Question 19

Is the incumbent vendor obligated to support knowledge transfer?

Response:

Per our contract with the current vendor we expect “professional, business-like” cooperation during the transition. The contract states the current vendor will facilitate an orderly transition of the ICTEA Portal and Services, and will act in good faith to preserve the integrity of all related software and work products. The ICTEA board will provide general information about how the system functions. The selected vendor will need to perform their own discovery and validation of the existing site.

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Question 20

Are there any hard deadlines or blackout periods we should be aware of?

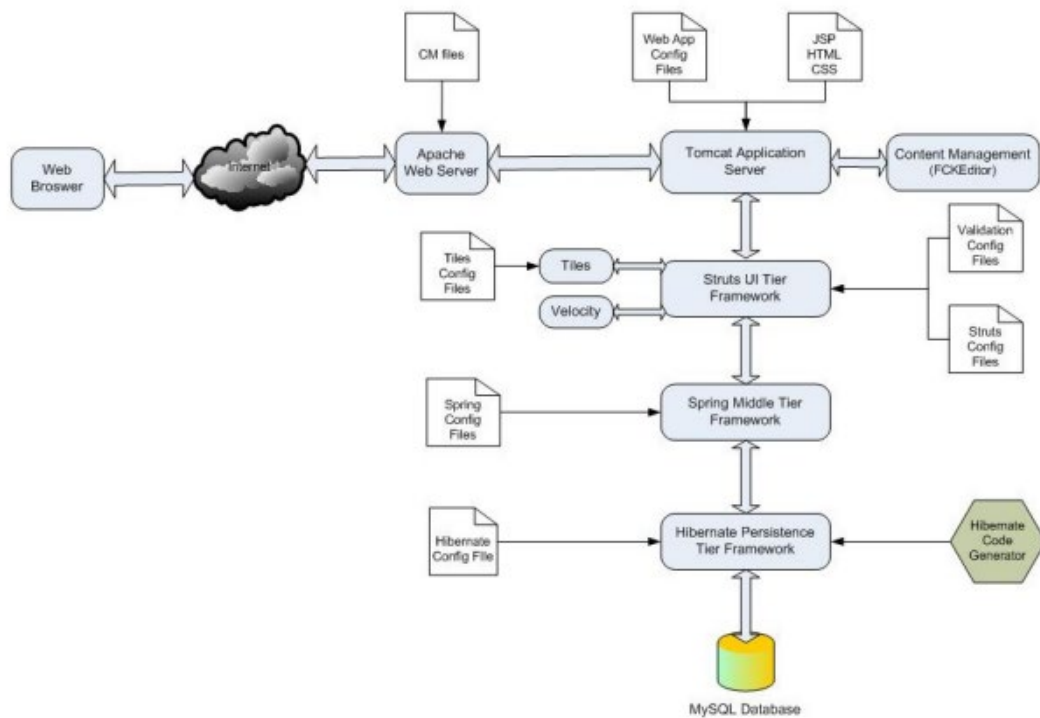
Response:

All current applicable deadlines and timeframes are listed in section 11 of the RFP.

RFP CORRECTION

The RFP inadvertently includes an outdated diagram. The portal is no longer JAVA, it is all PHP now. The Tomcat/Struts/Spring components in the diagram below no longer apply. An updated diagram is not available at this time.

Appendix C – Logical Architecture Diagram



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