

### **SECTION 3 – SPECIFICATIONS**

All items listed in this Section are Bid Specifications. A successful Bidder must be able to satisfy all these specifications to be deemed a Responsible Bidder.

#### **3.1 Courier Service Requirements**

A successful Bidder must be able to provide all services and deliverables as required, described, and detailed below and shall meet all service and delivery timelines to be deemed a Responsible Bidder.

##### **3.1.1 Daily Routes**

Bidder shall provide courier services to locations across the State of Iowa. The Bidder shall complete all scheduled route stops within the designated timeframes and shall provide consistent, reliable service using the same courier personnel whenever possible to maintain familiarity with Agency locations and procedures.

##### **3.1.2 On-Call Service**

Bidder shall provide on-call pick-up and delivery service.

**3.1.2.1** The Bidder shall provide service to call-in locations only after receiving a service request from the agency through the Bidder's web portal, by telephone, or by email.

**3.1.2.2** The Bidder shall maintain a dedicated telephone number and email address for submitting and receiving service requests throughout the term of the contract.

**3.1.2.3** The Bidder shall provide next-day service for agency requests that are received no later than 2:30 PM local time.

**3.1.2.4** The Bidder shall confirm receipt and scheduled pick-up time by email notification to DAS - Mail Services designee.

#### **3.2 Package Handling**

All packages will be handled in the manner mandated for transportation by Federal and State of Iowa laws. The Bidder shall not pick up any delivery requests or packages that are not contained in sturdy sealed and properly addressed containers. No packages shall be picked up with damaged or leaking materials.

##### **3.2.1 Packaging Standards**

The Bidder shall not accept any packages that are not in sturdy, properly addressed, and securely sealed containers. The Bidder shall refuse any packages that show signs of damage or leaking materials.

#### **3.3 Late Delivery Notification**

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### **3.3.1 Delay Notification**

The Bidder shall immediately notify all affected service locations and the DAS Mail Services designee(s) regarding any unforeseen events that result in delays with pickups or deliveries.

### **3.3.2 Service Credits**

In the event of a late delivery, the State reserves the right to reduce invoice payments by the cost of the delivery for any instance where packages were not received within the requested timeframe.

### **3.3.3 Breach of Contract**

Consistent late deliveries may result in contract breach or termination of a delivery route at the DAS Mail Services' discretion.

## **3.4 Vehicle and Storage Facility Requirements**

### **3.4.1 Security and Confidentiality**

The Bidder's vehicles and storage facilities shall be equipped to handle sensitive materials and documents. Transport vehicles shall feature fully enclosed, lockable cargo areas to ensure security of materials during transit.

### **3.4.2 Standards and Compliance**

The Bidder's vehicles shall be properly registered, insured, and maintained in a safe, professional condition. Equipment and operators shall adhere to all applicable DOT, State, and Federal regulations.

### **3.4.3 Maintenance and Records**

The Bidder's equipment shall be serviced to meet manufacturer specifications, including regular safety inspections of tires, brakes, and light. Detailed maintenance logs and proof of insurance shall be available for Agency review upon request.

### **3.4.4 Technology and Communication**

The Bidder's vehicles shall feature real-time GPS tracking available to the Agency upon request. Drivers shall carry reliable communication devices (phones or radios) to maintain constant contact with dispatch operators.

### **3.4.5 Specialized Equipment**

The Bidder shall provide all necessary tools, including hand trucks, insulated containers for climate sensitive items and locking security bags.

### **3.4.6 Identification and Branding**

The Bidder's vehicles shall display company logos or decals for security and recognition.

### **3.4.7 Contingency Planning**

The Bidder shall maintain back-up vehicles to ensure uninterrupted service. Mechanical issues or routine maintenance are not valid excuses for service delays.

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### **3.5 Specialized Handling and Material Types**

The Bidder shall demonstrate the capacity to securely transport and manage the following material categories:

#### **3.5.1 Confidential Documents**

The Bidder shall transport confidential and sensitive documents in sealed containers. The Bidder's personnel shall be required to sign non-disclosure agreements (NDA) prior to performing services under this contract. Confidential materials shall remain under the direct supervision of the courier at all times and shall not be left unattended.

#### **3.5.2 Legal Filings**

The Bidder shall provide chain-of-custody documentation for legal materials, including signed logs and precise timestamps. Courier personnel shall be trained in handling time-sensitive court filings. Forms shall be provided by the Agency, or the Bidder shall use forms approved by the Agency.

#### **3.5.3 Medical/Biohazard Materials**

The Bidder shall transport laboratory specimens, in accordance with all applicable federal, state, and local regulations, such as: OSHA Bloodborne Pathogens (29 CFR 1910.1030) and DOT Hazardous Materials (49 CFR Parts 171-180) standards. The Bidder is responsible for providing certified couriers, specialized packaging materials, and temperature-controlled transport as needed.

#### **3.5.4 Sensitive Equipment and Technology**

The Bidder shall transport electronic devices and other sensitive technology items with appropriate care to prevent damage during transport.

#### **3.5.5 Heavy and Oversized Cargo**

The Bidder shall be capable of transporting oversized packages and items weighing up to 120 pounds. For items exceeding standard dimensions or weight, the Bidder shall provide specialized equipment and personnel with advance notice.

### **3.6 Tracking and Documentation**

#### **3.6.1 Real-Time Tracking**

The Bidder shall maintain a comprehensive tracking system that provides real-time status updates. Each entry shall include a unique tracking number, pick-up/delivery timestamp, courier ID, recipient name/signature, and current status. The Agency shall have access to this data via telephone, email, or online portal.

#### **3.6.2 Proof of Delivery**

The Bidder shall capture the recipient's signature, (electronic or written), printed name, date, and time of each delivery. Proof of delivery documentation shall be provided to the Agency within 24 hours of delivery completion.

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### **3.6.3 Delivery Manifests**

For scheduled route services, the Bidder shall provide daily delivery manifests listing all items picked up and delivered at each stop, with corresponding tracking numbers and recipient signatures.

### **3.6.4 Failed Delivery Attempts**

The Bidder shall document all failed delivery attempts, including date, time, reason for failure, and actions taken. The Agency shall be notified immediately of any failed delivery attempt, and the Bidder shall make reasonable efforts to complete delivery according to Agency instructions.

## **3.7 Personnel Requirements and Employee Conduct**

The Bidder shall guarantee the following:

### **3.7.1 Qualifications**

The Bidder shall mandate that all drivers shall be at least 18 years old and proficient in English (verbal and written). Drivers shall hold a valid, appropriate driver's license, a clean driving record (maximum of two (2) moving violations in three (3) years), and no DUI/DWI convictions within the last five (5) years.

### **3.7.2 Background Checks**

The Bidder shall perform State and Federal criminal background checks on all staff. Personnel with convictions for theft, fraud, violence, or drug-related offenses in the last seven (7) years are ineligible. Certifications of these checks shall be made available upon request.

### **3.7.3 Drug Testing**

The Bidder shall maintain a drug free workplace, requiring pre-employment screening and ongoing random testing as permitted by law. Any staff member testing positive for controlled substances must be removed from this contract immediately.

### **3.7.4 Training**

The Bidder shall ensure that personnel are trained in customer service, security, safe driving, and use of technology. Those handling specialized items, (e.g., medical or hazardous materials) require additional appropriate training and current certifications.

### **3.7.5 Uniforms and Identification Requirements**

The Bidder shall require staff to wear branded uniforms while on duty and visible photo ID badges, displaying their name, company, and photo.

### **3.7.6 Professional Conduct**

The Bidder's couriers shall demonstrate a high level of customer service and remain professional and courteous while interacting with agencies and the public. Personnel shall adhere to all agency site policies, including security, parking, and access protocols.

## **3.8 Account Representative and Emergency Contacts**

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### **3.8.1 Dedicated Account Representation**

The Bidder shall assign a dedicated account representative as a primary contact, available Monday-Friday 8:00AM – 5:00 PM CT. This individual will oversee service coordination, contract compliance, and shall respond to general inquiries within two (2) hours of being notified.

### **3.8.2 Communication and Emergency Contact**

The Bidder shall provide the DAS designee with written contact details for both a primary and secondary contact. This list shall include office, cell, and emergency telephone numbers, as well as email addresses. These individuals shall be authorized to resolve complaints and take immediate action on urgent issues, responding within 30 minutes to emergency situations.

## **3.9 Loss & Liability**

### **3.9.1 Indemnification**

The Bidder shall indemnify and protect the State against any losses arising from theft, breakage, damage, or delays in pickups and deliveries.

### **3.9.2 Risk of Loss**

The Bidder shall assume sole responsibility and risk for the safe transportation and delivery of all packages.

### **3.9.3 In Transit**

All items are defined as “in transit” from the moment they are loaded into the Bidder’s vehicle at the point of origin until they are accepted and signed for by an authorized representative at the destination.

### **3.9.4 Reimbursement**

If a loss occurs, the Bidder shall reimburse the State for the full cost of the package contents and all associated shipping charges.

## **3.10 Security and Confidentiality**

### **3.10.1 Confidentiality Agreements**

The Bidder shall require all courier staff to sign confidentiality agreements pledging to protect all Agency materials and information encountered during their service.

### **3.10.2 Secure Transport**

The Bidder shall ensure that all items are transported securely to prevent theft, loss, or unauthorized access. Confidential materials must remain in sealed containers or locked bags and are never to be left unattended in a vehicle or unsecured area.

### **3.10.3 Facility Access**

The Bidder’s personnel shall follow all Agency security protocols, including signing in/out, displaying ID badges, and undergoing screenings. The Agency may deny access to any staff who fail to comply.

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### **3.10.4 Data Security**

The Bidder's tracking system shall use password protection and restrict access of Agency data to authorized personnel only.

### **3.10.5 Incident Reporting**

The Bidder shall immediately report any security incidents to the Agency, including but not limited to lost or stolen materials, unauthorized access to materials, vehicle theft or break-in, data breaches, or any other incident that may compromise the security or confidentiality of Agency materials. Written incident reports shall be provided to the Agency within twenty-four (24) hours of any security incident.

## **3.11 Additional Service Locations**

### **3.11.1 Location Modifications**

The State reserves the right to add, change, or delete delivery locations during the term of this agreement. The Agency shall provide written requests to the Bidder.

### **3.11.2 Implementation Timelines**

The Bidder shall complete any requested changes within seven (7) business days.

### **3.11.3 Relocation Invoicing**

The Bidder shall update invoicing for any Agency that relocates within seven (7) days of being notified of the change.

## **3.12 Holiday Schedule**

The State of Iowa holiday schedule can be found at:

<https://das.iowa.gov/state-employees/state-accounting/centralized-payroll/state-holidays>

## **3.13 Customer Service and Communication**

### **3.13.1 Dispatch Center**

The Bidder shall maintain a fully staffed dispatch center during all service hours to manage delivery requests and status updates. Dispatch center personnel shall answer calls promptly and shall provide professional, courteous service.

### **3.13.2 Response Times**

The Bidder shall respond to agency inquiries and requests within the following timeframes during business hours:

Telephone calls: within thirty (30) minutes.

Email inquiries: Within two (2) hours.

Emergency/urgent requests: Immediate response required.

### **3.13.3 Problem Resolution**

The Bidder shall maintain a formal process for problem resolution of service issues and complaints. The Bidder shall acknowledge reported issues within two (2) hours of notification and provide a resolution or a detailed action plan within twenty-four (24) hours.

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### **3.13.4 Technology Platform**

The Bidder shall provide access to an online portal or mobile application for requesting service and tracking deliveries. The Platform shall be secure and user friendly and be accessible to Agencies twenty-four (24) hours per day, seven (7) days per week. The Bidder shall provide training on the use of the technology platform.

### **3.14 Pricing and Billing**

#### **3.14.1 Pricing Structure**

The Bidder shall provide a clear, detailed pricing structure for all services, including but not limited to scheduled route services (daily flat rate), standard on-call deliveries, same-day deliveries, after-hours and weekend services, mileage-based charges if required, wait time charges if required, and any additional fees or surcharges.

#### **3.14.2 Price Stability**

The Bidder shall maintain firm prices for the initial contract term. Requests for price adjustments shall be submitted in writing at least 60 days prior to the renewal date and shall not exceed the lesser of five percent (5%) or the change in the Consumer Price Index (CPI-U) for the State of Iowa for the preceding twelve (12) month period.

#### **3.14.3 All-inclusive Rates**

The Bidder shall not impose any fees, surcharges, or charges beyond those specified in the pricing structure without prior written approval from the Agency. All costs associated with providing services, including fuel, vehicle maintenance, insurance, and personnel costs shall be included in the base pricing.

#### **3.14.4 Invoicing and Documentation**

The Bidder shall provide detailed monthly invoices itemizing all services provided, including date, tracking number, service type, origin, destination, and applicable charges. Invoices shall be accompanied by supporting documentation including proof of delivery records for all completed deliveries.

### **3.15 Compliance and Regulatory Requirements**

#### **3.15.1 Licensing and Permits**

The Bidder shall maintain all required federal, state, and local licenses, permits, and certifications necessary to provide courier services, including but not limited to business licenses, vehicle registrations, hazardous materials transportation permits, (as required), and any other permits required by law.

#### **3.15.2 Regulatory Compliance**

The Bidder shall comply with all federal, state, and local laws, regulations, and ordinances such as: Department of Transportation (DOT) regulations, Occupational Safety and Health Administration (OSHA) standards, Americans with Disabilities Act (ADA) requirements, Equal Employment Opportunity (EEO) regulations, and environmental regulations.

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### **3.15.3 HIPPA Compliance**

The Bidder shall comply with all requirements of the Health Insurance Portability and Accountability Act (HIPPA) when transporting medical records, patient information, or any protected health information (PHI). The Bidder shall execute a Business Associate Agreement (BAA) prior to handling any PHI material.

### **3.15.4 Records Retention**

The Bidder shall maintain all records related to services provided under this contract, including delivery logs, proof of delivery documentation, invoices, and incident reports for a minimum of three (3) years following contract completion or as required by law. Records shall be made available to the Agency for inspection and audit upon request.

## **3.16 Contract Administration**

### **3.16.1 Contract Manager**

The Agency shall designate a Contract Manager who shall serve as the primary point of contact for contract administration. The contract Manager shall have the authority to interpret contract requirements, approve routine operational decisions, and coordinate with the Bidder's account representative.

### **3.16.2 Regular Meetings**

The Bidder shall participate in regular meetings with the Agencies Contract Manager, at minimum quarterly, to review performance, address concerns, discuss service improvements and changing needs. Additional meetings may be scheduled as needed.

### **3.16.3 Contract Modifications**

Any changes to the scope of services, pricing, or other contract terms shall be documented in writing through a formal contract amendment executed by both parties.

### **3.16.4 Transition Services**

Upon contract expiration or termination, the Bidder shall cooperate fully with the Agency and any successor Bidder to ensure a smooth transition of services. The Bidder shall provide all necessary information, documentation, and assistance to facilitate continuity of services.

## **3.17 Quality Assurance**

### **3.17.1 Quality Control Program**

The Bidder shall maintain a comprehensive quality control program to ensure consistent service quality and contract compliance. The program shall include regular performance monitoring, customer satisfaction surveys, personnel training and evaluation, vehicle and equipment inspections, and corrective action procedures.

### **3.17.2 Customer Feedback**

The Bidder shall implement a system for collecting and responding to customer feedback. The Agency shall have the ability to provide feedback on individual deliveries and overall service quality. The Bidder shall address negative feedback promptly and shall implement corrective action as required.

**3.17.3 Continuous Improvement**

The Bidder shall demonstrate commitment to continuous improvement by regularly evaluating service delivery processes, identifying opportunities for enhancement, and implementing improvements to increase efficiency, reliability, and customer satisfaction.

**3.18 Emergency and Business Continuity**

**3.18.1 Emergency Services**

The Bidder shall maintain the capability to provide emergency courier services during natural disasters, public health emergencies, or other crisis situations as requested by the Agency. Emergency service protocols shall be established at contract commencement.

**3.18.2 Business Continuity Plan**

The Bidder shall maintain a business continuity plan that ensures uninterrupted service delivery in the event of equipment failure, personnel shortages, natural disasters, or other disruptions. The business continuity plan shall be provided to the Agency upon request and shall be tested annually.

**3.18.3 Backup Resources**

The Bidder shall maintain adequate backup resources, including vehicles, equipment, and personnel, to ensure service continuity during peak periods, emergencies, or unexpected circumstances.

**3.19 Sustainability and Environmental Considerations**

**3.19.1 Fuel Efficiency**

The Bidder is encouraged to utilize fuel-efficient vehicles and to implement route optimization strategies to minimize fuel consumption and environmental impact.

**3.19.2 Alternative Fuel Vehicles**

The Bidder is encouraged to incorporate alternative fuel vehicles (hybrid, electric, compressed natural gas, etc.) into their fleet when feasible and cost-effective.

**3.19.3 Recycling and Waste Reduction**

The Bidder shall implement recycling and waste reduction practices in their operations and shall properly dispose of any waste materials generated during service delivery.

**3.20 Deliverables**

The Bidder shall provide the following deliverables:

**3.20.1** Comprehensive service delivery

**3.20.2** Daily proof of delivery documentation for all completed deliveries

**3.20.3** Monthly performance reports

**3.20.4** Monthly itemized invoices with supporting documentation

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**3.20.5** Certificates of insurance and annual renewals

**3.20.6** Personnel background check certifications upon request

**3.20.7** Incident reports within twenty-four (24) hours of any security or service incident

**3.20.8** Business continuity plan upon request

**3.20.9** Quarterly performance review meeting participation

### **3.21 Performance Monitoring and Reporting**

#### **3.21.1 Quarterly Reports**

The Bidder shall provide comprehensive quarterly performance reports to the Agency by the tenth (10th) business day of each quarter for the preceding quarter. Reports shall include, at minimum: total number of deliveries by service type, on-time delivery percentage, average delivery times, failed delivery attempts with explanations, customer service issues and resolutions, and any service disruptions or incidents.

#### **3.21.2 Performance Metrics**

The Bidder shall maintain the following minimum performance standards:

- On-time delivery rate of ninety-five percent (95%) or higher for all scheduled route deliveries
- On-time delivery rate of ninety percent (90%) or higher for all on-call deliveries
- On-call delivery completion rate of ninety-five percent (95%) or higher within specified timeframes
- Customer satisfaction rating of four (4) out of five (5) or higher based on Agency feedback
- Zero tolerance for lost or stolen materials

#### **3.21.3 Service Level Failures**

Failure to meet performance standards for two (2) consecutive quarters within any twelve (12) month period may result in contract termination or other remedies as specified in the contract terms and conditions.