

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

The Bidder shall provide daily courier services to the locations and timelines included in Attachments 2-5. 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

The 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 all service requests throughout the term of the contract.

3.1.2.3 The Bidder shall respond to requests for next-day service at Agency call-in locations when such requests are received no later than 2:30 p.m. local time

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

3.1.2.5 The Bidder shall pick up and deliver mail in accordance with DAS Mail Services processing schedules for Capitol Complex mail. Morning processing is completed by 8:30 a.m. CT, with afternoon turnaround processing completed by 2:45 p.m. CT. DAS Mail Services maintains a twenty-four (24) hour service level agreement for mail processing.

3.2 Package Handling

All packages will be managed in accordance with Federal and State of Iowa transportation laws.

3.2.1 Packaging Standards

The Bidder shall not accept any packages that are not in sturdy, properly addressed, and securely sealed containers.

3.2.2 Damaged Packaging

The Bidder shall refuse any pick-up requests for packages that shows signs of damage or leaking materials.

3.3 Late Delivery Notification & Penalties

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 to 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 instances where packages were not received within the required timeframe.

3.3.3 Breach of Contract

Consistent late deliveries may be considered a breach of contract and may result in termination of one or more delivery routes at the DAS Mail Services' discretion.

3.4 Vehicle and Storage Facility Requirements

3.4.1 Standards & Compliance

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

3.4.2 Security & Confidentiality

Vehicles and facilities shall be equipped to handle sensitive materials. Transport vehicles shall feature fully enclosed, lockable cargo areas to ensure document security during transit.

3.4.3 Maintenance & Records

Vehicles shall be serviced per manufacturer specifications, including regular safety inspections of tires, brakes, and lights. Detailed maintenance logs and proof of insurance shall be available for Agency review upon request.

3.4.4 Technology & Communication

All 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.

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 & Branding

For security and recognition, all vehicles must display company decals, and drivers must wear branded uniforms or official identification.

3.4.7 Contingency Planning

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

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 Information

The Bidder shall transport all sensitive documents in sealed containers. Personnel are required to sign non-disclosure agreements (NDAs) before starting work. Materials must remain under the courier's direct supervision at all times and may never be left unattended.

3.5.2 Legal Filings

The Bidder shall maintain a rigorous chain-of-custody for legal materials, including signed logs with precise timestamps. All staff 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/Biohazardous Materials

The Bidder shall transport laboratory specimens in compliance with OSHA (29 CFR 1910.1030) and DOT (49 CFR 171-180) standards. The Bidder is responsible for providing certified personnel, specialized packaging, and climate-controlled transport as needed.

3.5.4 Equipment and Technology

The Bidder shall handle electronic equipment and sensitive hardware with protective packaging and specialized care to ensure no damage during transit.

3.5.5 Heavy and Oversized Cargo

The Bidder shall be equipped to handle items up to 120 lbs. For items exceeding standard dimensions or weights, the Bidder shall provide specialized equipment and personnel upon advance notice

3.6 Tracking and Documentation

3.6.1 Real-Time Tracking

The Bidder shall maintain a comprehensive tracking system providing real-time status updates. Each entry must include a unique tracking number, pickup/delivery timestamps, 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, printed name, date, and time for each delivery. Electronic signature captures are permitted. Proof of delivery documentation shall be provided to the Agency within 24 hours of delivery completion.

3.6.3 Delivery Manifests

The Bidder shall provide daily manifests for scheduled routes, listing all items picked up and delivered at each stop, including 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

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 past seven (7) years are ineligible. Certification of these checks must be available upon Agency 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 applicable 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, confidentiality, security, safe driving, and technology use. Those handling specialized items (e.g., medical or hazardous materials) require additional specific 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

Drivers 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

3.8.1 Dedicated Account Representation

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

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 must 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 for emergencies.

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

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 Bidders 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.

3.10.4 Data Security

The Bidders tracking systems 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 and delete delivery locations during the term of this agreement. The Agency shall provide written requests to the Bidder.

3.11.2 Implementation Timeline

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

3.11.3 Relocation Invoicing

The Bidder shall update invoicing regarding Agencies that move from Capitol Complex to the Des Moines Metro Area within seven (7) days of receiving written notification.

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.

3.13.4 Technology Platform

If the Bidder provides an online portal or mobile application for requesting services and tracking deliveries, the platform shall be user-friendly, secure, and accessible twenty-four (24) hours per day, seven (7) days per week. The Agency shall be provided with training on the use of any technology platforms.

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 (per day flat rate), standard on-call deliveries, same-day deliveries, after-hours and weekend services, mileage-based charges if applicable, wait time charges if applicable, and any additional fees or surcharges.

3.14.2 Price Stability

Prices shall remain firm for the initial contract term. Requests for price adjustments shall be submitted in writing at least sixty (60) days prior to the renewal date and shall not

exceed the lesser of five percent (5%) or the percentage 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 applicable federal, state, and local laws, regulations, and ordinances, including but not limited to: 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.

3.15.3 HIPAA Compliance

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

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 otherwise 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 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 Agency's 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 modifications 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 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 actions as necessary.

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

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 Monthly Reports

The Bidder shall provide comprehensive monthly performance reports to the Agency by the tenth (10th) business day of each month for the preceding month. 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 months or three (3) months within any twelve (12) month period may result in contract termination or other remedies as specified in the contract terms and conditions.