



## REQUEST FOR PROPOSAL (RFP)

# Assessment and Realignment of Human Services and Public Health: Redesign of Program and Service Delivery COO-21-001

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***RFP Purpose.***

The purpose of this Request for Proposal (RFP) is to identify and select an experienced and qualified Contractor to assist the Iowa Department of Public Health and the Iowa Department of Human Services (hereafter “Departments”) in planning, organizing and implementing redesign of programs and services of the Departments with a focus on the following objectives:

- Identify clear, shared program goals.
- Align and integrate programs, practices and policies to improve delivery of services and most effectively leverage available funding sources.
- Establish a “no wrong door policy” providing comprehensive and seamless access to the array of services and supports available to those in need.
- Identify cross-cutting technology systems to capture client and population level information across programs, and other appropriate data sharing that meet the standards and needs identified by federal and state funding opportunities.
- Align individual provider and program level licensing, certification and accreditation reviews.
- Identify effective and appropriate workload distribution and methods for ongoing client management, including caseload management.
- Identify community based stakeholders (organizations and community members) and other stakeholders to provide input and guidance to the Departments’ programmatic and policy efforts through opportunities for collaboration and partnership, including and especially those organizations working with the populations served by the Departments as well as community members who participate in/have a relationship with the Departments’ programs and services.
- Identify potential for expanded funding sources.
- Engage all levels of staff including field, front line and program staff to inform the Departments’ established goals and project plans.
- Create an organizational structure that optimizes delivery of services, supports efficiency and ease of work for staff, and integrates the Departments’ programs and services with community and other available resources.

Note that selected public health activities housed within the Department of Public Health are excluded from the redesign scope of work. These include Professional Licensure Boards; Medical Cannabidiol; Infectious Disease; Acute Disease Prevention; and Emergency Response and Environmental Health.

The Agency is looking for a Contractor that will demonstrate experience in organizational design, change management, risk assessment and mitigation, communications, and improved client service delivery. The Contractor should have previous work experience with and extensive knowledge of public health and human services. Bidders should demonstrate knowledge of best practices, professional standards, and governing principles and access to professional expertise to ensure best practices, standards, and principles are reflected in proposals regarding redesign of programs and services of the Departments.

***Duration of Contract.***

The Agency anticipates executing a contract that will have an initial 18-month contract term with the ability to extend the contract for three additional one-year terms. The Agency will have the sole discretion to extend the contract.

***Bidder Eligibility Requirements.***

The Bidder must have three years of previous experience planning and implementation of redesign of programs and/or services in the government sector.

**Procurement Timetable**

There are no exceptions to any deadlines for the Bidder; however, the Agency reserves the right to change the dates. Times provided are in Central Time.

<b>Event</b>	<b>Date</b>
Agency Issues RFP Notice to Targeted Small Business Website (48 hours):	October 21, 2020
Agency Issues RFP to Bid Opportunities Website	October 23, 2020
Bidder Letter of Intent to Bid Due By	November 9, 2020
Bidder Written Questions Due By	November 9, 2020
Agency Responses to Questions Issued By	November 16, 2020
<b>Bidder Proposals and any Amendments to Proposals Due By</b>	December 7, 2020
Agency Announces Apparent Successful Bidder/Notice of Intent to Award	January 25, 2021
Contract Negotiations and Execution of the Contract Completed	February 12, 2020
Anticipated Start Date for the Provision of Services	February 15, 2021
Project Implementation Meeting	By March 1, 2021

**Section 1 Background and Scope of Work**

**1.1 Background.**

Governor Reynolds appointed Kelly Garcia to serve as interim director of the Iowa Department of Public Health on June 30, 2020. Ms. Garcia continues to serve as director of the Department of Human Services (DHS).

“Kelly Garcia has done an outstanding job at DHS, and her expertise and work ethic will bring great value to IDPH,” said Gov. Reynolds. “This is an opportunity to increase cooperation and collaboration between these two agencies to better serve Iowans...”

Public health is a partnership of local public health, IDPH, non-profit organizations, health care providers, policymakers, businesses and many others working together to protect and improve the health of Iowans. Public health strives to improve the quality of life for all Iowans by assuring access to evidence-based population-health programs, services and activities in the following areas:

- Promote healthy living;
- Prevent injuries and violence;
- Protect against environmental hazards;
- Assure access to quality health services;
- Prevent epidemics and the spread of disease;
- Improve and support public health performance; and
- Prepare for, respond to, and recover from emergencies.

The mission of the Iowa Department of Public Health is “Protecting and Improving the Health of Iowans.” The IDPH fulfills its mission as a nationally accredited Public Health Department providing public health services through the core tenets of quality improvement, performance management, workforce development and application of a health equity lens in program implementation and development. IDPH’s website at <https://idph.iowa.gov> also contains information about programs, services, and activities provided by the agency that are linked at the top of its website.

DHS provides services to roughly one million Iowans on an annual basis. DHS' core services and strategic goals are centered on:

- Improving Iowans' health status including;
  - Medicaid and CHIP programs.
- Improving Iowans' behavioral and disabilities health status including;
  - State mental health institutes, state resource centers and civil commitment unit for sex offenders.
  - Regionally based mental health and disability services for eligible adults and children that are not covered by the medical assistance program or other insurance coverage.
- Improving safety, well-being and permanency for Iowa's children;
  - Child abuse prevention.
  - Child and family services.
  - Boys state training school.
- Improving Iowans' employment and economic security including;
  - Child care assistance.
  - Food assistance.
  - Family investment program (cash assistance and work supports).
  - Child support recovery.
- Efficiently managing resources.

The mission of the Iowa Department of Human Services is "To help Iowans achieve healthy, safe, stable, and self-sufficient lives through the programs and services we provide." The top of the DHS website, <https://dhs.iowa.gov/>, links to additional descriptions of services the agency provides, information about agency structure including a table of organization, applicable administrative rules, and policy manuals.

Information regarding the budgets of the Departments may be found at the following webpage: <https://dom.iowa.gov/agency-budget-books?page=1>

Working with the respective leadership teams of the Departments, Director Garcia is pursuing increased cooperation and collaboration between the Departments through redesign of program and service delivery. The overarching goals of this initiative are centered on integration of programs and services and improved efficacy in meeting the needs of the populations served. Director Garcia will not act as a project lead for this effort but rather will participate as an active team member in the process of redesign.

### ***1.2 RFP Definitions.***

When appearing as capitalized terms in this RFP, including attachments, the following quoted terms (and the plural thereof, when appropriate) have the meanings set forth in this section.

**“Agency”** means the Iowa Department of Human Services.

**“Bid Proposal”** or **“Proposal”** means the Bidder’s proposal submitted in response to the RFP.

**“Bidder”** means the entity that submits a Bid Proposal in response to this RFP.

**“Contractor”** means the Bidder who enters into a Contract as a result of this Solicitation.

**“Deliverables”** means all of the services, goods, products, work, work product, data (including data collected on behalf of the Agency), items, materials and property to be created, developed, produced, delivered, performed, or provided by or on behalf of, or made available through, the Contractor (or any agent, contractor or subcontractor of the Contractor) in connection with any contract resulting from this RFP.

**“Invoice”** means a Contractor’s claim for payment. At the Agency’s discretion, claims may be submitted on an original invoice from the Contractor or may be submitted on a claim form accepted by the Agency, such as a General Accounting Expenditure (GAX) form.

**“Off-site Work”** means the Contractor’s designated place of work.

**“On-site Work”** means the Agency's place of work.

### **1.3 Scope of Work.**

The Contractor shall provide the following:

The Contractor shall provide expertise, guidance, and resources to support the Departments’ efforts in redesigning program and service structure, delivery and financing. The Contractor shall ensure the Departments’ objectives (as defined in Purpose) are achieved. The Contractor shall provide structured, efficient, and effective planning and implementation support throughout the project to accomplish these objectives.

The Contractor’s support shall include development of principles to guide the redesign process. Principles shall be developed in collaboration with the primary project team assigned to the redesign effort by the Departments. The initial work of the Contractor shall also include working with the Departments’ primary project team to define a decision making process for establishing and putting forth decisions and recommendations for the redesign.

The Contractor shall lead and conduct the Departments’ program and services delivery redesign project. The Contractor shall provide the following Deliverables as outlined in Section 1.3.1, Deliverables:

1. Project implementation meeting.
2. Development and completion of a detailed project plan.
3. Development and completion of a primary project team/decision making process plan.
4. Development and completion of a program and services connection points report.
5. Development and completion of a recommendations and options report.
6. Lead a series of stakeholder engagement meetings to review and discuss the options and recommendations.
7. Lead a final recommendation conference with the Departments’ leadership.
8. Development and completion of a redesign implementation plan.
9. Final Report.

Throughout the period of performance, the Contractor shall be responsible for providing ongoing communications support, including assisting the Departments in developing draft communications, providing content for internal and external websites, and creating and using other tools or forms of outreach to communicate to staff and stakeholders.

The Contractor shall provide the Departments with technical and project management assistance to create and establish an implementation plan for the approved redesign of the Departments’ programs and services. This work may include, but will not be limited to project management, coordination activities between the Departments, engagement activities with other governmental entities and/or stakeholders. The Contractor shall assist the Departments in identifying resource and staffing needs to ensure successful implementation of the redesign.

At the Agency’s option, the engagement could be extended for technical and project management assistance to support the implementation of redesign based on the approved Redesign Implementation Plan. If the Contractor provides these implementation services, the Contractor shall propose a fixed price for the implementation phase based on the proposed hourly rates.

Other: Throughout the project, the Departments may request additional Deliverables of the Contractor related to the project scope.

### **1.3.1 Deliverables.**

The Contractor shall provide Deliverables which include, but may not be limited to, the following:

**1.3.1.1 Project Implementation Meeting.** The project implementation meeting will be scheduled as set forth in Section 1.3.1.10, Deliverable Summary/Timeline. The Contractor's project director as well as other Contractor key personnel must attend this meeting. The Departments will select representatives from the agencies to attend the meeting. Due to the COVID-19 pandemic, this meeting may be held virtually using a video technology.

The project implementation meeting is intended to address any information required to develop the initial project plan. This does not preclude the Contractor from additional meetings and discussions with agency staff to inform development of the project plan. The Contractor shall prepare an agenda for the meeting, seeking input from the Agency.

**1.3.1.2 Primary Project Team/Decision Making Process Plan.** The Contractor shall:

- Provide input into the number of people, roles within the Departments or otherwise, and background of members who should serve on the Primary Project Team to provide an appropriate representation and pool of knowledge for the redesign.
- Provide the same type of input for any sub-teams that may be necessary throughout the project.
- Lead Primary Project Team and Departments to establish a decision-making plan and structure to make decisions and recommendations to Departments' leadership for the redesign. Contractor shall finalize and deliver the written plan to the Departments.
- The Contractor shall identify and provide recommendations for refinement of the team make-up or decision-making process as necessary to lead to success of the project.

**1.3.1.3 Project Plan.** The Contractor shall develop a detailed project plan that presents the Contractor's approach to developing redesign of the Departments' programs and services to accomplish stated objectives. The Contractor shall submit the project plan to the Contract Owner not later than the timeframe set forth in Section 1.3.1.10, Deliverable Summary/Timeline. The project plan shall include identification of the Contractor's project leaders and key members of the primary project support team along with their roles and responsibilities. The plan shall include the phases of project execution, specific activities to be conducted during each phase of the project and project milestones with timelines and dependencies for completion. The project plan should also clearly identify staff resources required of the Departments to support each phase of the project and the anticipated level of effort required of each resource. The plan shall also address change management and risk management activities. An efficient and effective process for obtaining internal and external stakeholder input and sharing information with these groups during the process shall be part of the project plan.

This deliverable is due by the date set forth in Section 1.3.1.10, Deliverable Summary/Timeline.

### **1.3.1.4 Connection Points Report.**

The Connection Points Report shall include mapping of connections between the Departments' programs and services, service entry and delivery points as well as clear definition and mapping of funding sources for all programs and services for each Department. The report shall also include mapping of current and potential connection points to the programs and services of other state agencies and local government agencies such that the full array of services available to individuals accessing the Departments' programs and services is clearly defined. The connections report shall also define and detail duplication of programs and/or services. The Connection Points Report is due by the date set forth in Section 1.3.1.10, Deliverable Summary/Timeline.

### **1.3.1.5 Recommendations and Options Report.**

The Contractor shall develop a Recommendations and Options Report that outlines structural, delivery and administrative changes to optimize delivery of the Departments' programs and services. The report shall begin with an assessment period during which options for redesign are developed and vetted with the project team. This will include options for creating efficiency in administrative functions, including data integration, information technology, and braided funding across programs.

The Recommendations and Options Report is by the due date set forth in Section 1.3.1.10, Deliverable Summary/Timeline. The report shall include the benefits and challenges inherent in the various options and shall include risk mitigation strategies for challenges. The recommendations and options shall provide the Departments with the flexibility and capacity to fulfill their statutory requirements, and shall include identification of necessary changes to existing Iowa Code and Iowa Administrative Code.

### **1.3.1.6 Stakeholder Engagement Meetings**

The Contractor shall lead a series of stakeholder engagement contract meetings in accordance with Section 1.3.1.10, Deliverable Summary/Timeline to review and discuss the options and recommendations. Selection of stakeholders and number of meetings shall be established via collaboration with the Departments' leadership teams. The Contractor shall summarize stakeholder input to provide meaningful feedback to Department leadership within five days of each stakeholder meeting.

### **1.3.1.7 Final Recommendation Conference**

The Contract shall lead a final recommendation conference with the Departments' leadership during the month set forth in Section 1.3.1.10, Deliverable Summary/Timeline. Prior to this conference, the Contractor shall vet stakeholder feedback received with the project team. The Departments' leadership shall establish a set of final recommendations for redesign as a result of this conference. This decision making will adhere to the principles and decision making process defined for the project.

### **1.3.1.8 Redesign Implementation Plan**

The redesign implementation plan shall include a detailed description of final recommendations for redesign. The implementation plan shall include tools and processes to support development of relevant, objective performance outcome measurements to provide data supporting the success of achieving redesign objectives through implementation of the defined recommendations for redesign. This plan shall include performance outcome measures that include measurement of client/member experience and satisfaction in receiving services both pre- and post-redesign. All performance outcome measures shall be designed to provide transparency to stakeholders including the administration, the Iowa Legislature, the Departments' clients/members, community partners and stakeholders, and the general public. Performance metrics should be appropriate for dashboard presentations to executive management and stakeholders.

The plan shall follow best practice principles in defining a multi-step or phased approach to implementation of the final recommendations for redesign. The plan shall allow sufficient time and processes for ensuring appropriate development of policy and practice and for ensuring compliance with applicable regulation and law. Each phase of the plan shall provide for addressing challenges and opportunities as they arise and shall incorporate lessons learned in subsequent phases of the implementation. The Implementation Plan is due as set forth in Section 1.3.1.10, Deliverable Summary/Timeline.

### **1.3.1.9 Final Report**

Near project closure, with specific date to be established by the parties, the Contractor shall conduct "a lessons learned" and benchmark/milestones presentation to empower the Departments to move forward. The Contractor shall also provide a report at that same time for the Departments' leadership and others. The report shall provide a summary of findings and conclusions, considerations, and recommendations for additional work or tasks to assist the Departments with successfully moving forward with operating under its new structure.

**1.3.1.10 Deliverable Summary/Timeline**

“NLT” as used in this section means “no later than.”

Project Implementation Meeting	within the first two weeks following the contract effective date
Primary Project Team/Decision Making Process Plan.....	NLT 45 calendar days following the contract effective date
Project Plan	NLT 90 calendar days following the contract effective date
Connection Points Report.....	NLT 4 months following the contract effective date
Recommendations and Options Report .....	NLT 5 months following the contract effective date
Stakeholder Engagement meetings.....	NLT month 6 of the contract
Final Recommendation Conference .....	NLT month 7 of the contract
Recommendation Report and Implementation Plan.....	NLT 9 months following the contract effective date
Weekly Progress Reports .....	Every Monday throughout the project (or Tuesday if Monday is a Holiday)
Final Report.....	Project closure with specific date to be established

**1.3.2 General Requirements.**

**1.3.2.1 Weekly Progress Reports:** In addition to meeting with and providing regular updates to leadership of the Departments, the Contractor shall produce formal, weekly status reports to Director Garcia and to the Contract Manager that demonstrate the Contractor’s progress on achieving milestones and objectives for the project. This report will be provided on an Agency-approved template. It will identify any challenges influencing timely or quality-based achievement of milestones or objectives and will provide recommendations for resolution of any identified challenges. The Contractor shall also provide periodic reports and presentations to leadership of the Departments and to other stakeholders as requested by the Departments.

**1.3.2.2. Contractor Key Positions**

The Contractor shall assign a Project Manager, a Public Health project lead and a Human Services project lead who will at all times be subject to Departments’ review and ongoing approval. Subject to this approval, the Contractor shall ensure that the same Project Manager and project leads proposed in the Bid Proposal are assigned to this project and continue in these roles for the duration of the Contract.

The Project Manager shall be available to meet with the Departments’ management, policy staff, issuing officers, and other staff for planning, development, and/or status meetings during normal Agency business hours. The Project Manager shall be available to attend meetings in person as determined by the Departments.

**1.3.3 Performance Measures.**

The Contractor shall provide:

1. Timely responses to Agency Contract Manager or Contract Owner questions. Routine questions will be responded to in no longer than two business days at least 80% of the time. The remaining 20% will be responded to in no longer than 5 business days.
2. All deliverables and reports shall be timely provided to the Agency.
3. All written deliverables shall be acceptable and contain at least all contents set forth in the respective deliverable sections (exclusive of minor changes requested by the Agency) upon first release.



### **1.3.4 Agency Responsibilities.**

The Departments will:

- Assign a primary project team with input from the Contractor.
- Provide background materials.
- Initially identify relevant federal regulations, state of Iowa code sections, administrative rules, and relevant policy. Contractor research may indicate further relevant materials.
- Participate in activities identified in the Contractor's plans, and as approved by the Departments.

Additional resources to be provided by the Departments include:

- Relevant program data including eligibility criteria and caseload data or client service numbers as allowed by federal and state data-sharing standards;
- Current organizational structures and program delivery structures, including program guidelines or regulations;
- Fiscal information, support for definition of funding sources, and reports;
- Office space during onsite visits and access to meeting accommodations at the Departments' locations; and,
- Other assistance and information as is reasonably requested and necessary to completion of deliverables as agreed by the Departments.

### **1.3.5 Contract Payment Methodology.**

**1.3.5.1 Milestone Payments.** Payment is dependent upon the successful completion and Agency Acceptance of the following payment milestones. The Contractor shall not be entitled to any additional reimbursements including, but not limited to, travel for work related to these milestones. Milestones shall be invoiced upon Agency Acceptance of Key Deliverables. The Agency, at its sole discretion, may request detailed documentation from the Contractor to support expenses that have been invoiced for any given milestone. Contractor shall invoice the Agency on the state approved form within thirty (30) Calendar days of the following completed milestone.

1. Project Implementation Meeting as described in section 1.3.1.1.
2. Primary Project Team/Decision Making Process Plan as described in section 1.3.1.2.
3. Project Plan as described in section 1.3.1.3.
4. Connection Points Report as described in section 1.3.1.4.
5. Recommendations and Options Report as described in section 1.3.1.5.
6. Final Recommendation Conference as described in section 1.3.1.7.
7. Redesign Implementation Plan as described in section 1.3.1.8.
8. Final Report and Contract Close-Out duties as described in section 1.3.1.9 and the Contract.

**1.3.5.2 Stakeholder Meetings.** The Contractor shall invoice the Agency by the 20<sup>th</sup> of the month, for the preceding month's completed Stakeholder Engagement meetings and related summaries as described in section 1.3.1.6. Payments will be made for each Stakeholder Engagement Meeting completed by the Contractor.

**1.3.5.3 Implementation.** If the Agency elects that the Contractor complete work to implement the redesign implementation plan, the Contractor shall invoice the Agency on a monthly basis, by the 20<sup>th</sup> of the month, for the preceding month's completed work. The Contractor shall track and document, at a minimum; hours work per position, per hour rate, project associated with this work, and date and times.

## **Section 2 Basic Information About the RFP Process**

### ***2.1 Issuing Officer.***

The Issuing Officer is the sole point of contact regarding the RFP from the date of issuance until selection of the successful Bidder. The Issuing Officer for this RFP is:

Michelle Muir  
Department of Human Services  
Hoover State Office Building, First Floor  
1305 East Walnut Street  
Des Moines, Iowa 50319-0114  
Phone: 515-281-8639  
[mmuir@dhs.state.ia.us](mailto:mmuir@dhs.state.ia.us)

### ***2.2 Restriction on Bidder Communication.***

From the issue date of this RFP until announcement of the successful Bidder, the Issuing Officer is the point of contact regarding the RFP. There may be no communication regarding this RFP with any State employee other than the Issuing Officer, except at the direction of the Issuing Officer or as otherwise noted in the RFP. This section shall not be construed as restricting communications related to the administration of any contract currently in effect between a Contractor and the Agency.

The Issuing Officer will respond only to questions regarding the procurement process. Questions pertaining to the interpretation of this RFP may be submitted in accordance with the Questions, Requests for Clarification, and Suggested Changes section of this RFP.

### ***2.3 Downloading the RFP from the Internet.***

The RFP and any related documents such as amendments or attachments (collectively the “RFP”), and responses to questions will be posted at the State of Iowa’s website for bid opportunities: <http://bidopportunities.iowa.gov/>. Check this website periodically for any amendments to this RFP. The posted version of the RFP is the official version. The Agency will only be bound by the official version of the RFP document(s). Bidders should ensure that any downloaded documents are in fact the most up to date and are unchanged from the official version.

### ***2.4 Reserved. (Online Resources)***

### ***2.5 Intent to Bid.***

The Agency requests that Bidders provide their intent to bid by email to the Issuing Officer by the date and time in the Procurement Timetable. The Bidder may wish to request confirmation of receipt of the email from the Issuing Officer to ensure delivery. Do not submit letters of intent by mail or hand delivery. The intent to bid should include the Bidder's name, contact person, mailing address, email address, telephone number, and a statement of intent to submit a bid in response to this RFP. Though it is not mandatory that the Agency receive an intent to bid, the Agency will only respond to questions about the RFP that have been submitted by Bidders who have expressed their intent to bid. The Agency may cancel an RFP for lack of interest based on the number of letters of intent to bid received.

### ***2.6 Reserved. (Bidders’ Conference)***

### ***2.7 Questions, Requests for Clarification, and Suggested Changes.***

Bidders who have provided their intent to bid on the RFP are invited to submit written questions, requests for clarifications, and/or suggestions for changes to the specifications of this RFP (hereafter “Questions”) by the due date and time provided in the Procurement Timetable. Bidders are not permitted to include assumptions in their Bid Proposals. Instead, Bidders shall address any perceived ambiguity regarding this RFP through the question and answer process. If the Questions pertain to a specific section of the RFP, the page and section number(s)

must be referenced. Bidders are to submit questions to the Issuing Officer by email. The Bidder may wish to request confirmation of receipt from the Issuing Officer to ensure delivery. Do not submit questions by mail, shipping service, or hand delivery.

Written responses to questions will be posted at <http://bidopportunities.iowa.gov/> by the date provided in the Procurement Timetable.

The Agency assumes no responsibility for verbal representations made by its officers or employees unless such representations are confirmed in writing and incorporated into the RFP. In addition, the Agency's written responses to Questions will not be considered part of the RFP. If the Agency decides to change the RFP, the Agency will issue an amendment.

### ***2.8 Submission of Bid Proposal.***

Each Bidder is responsible for ensuring that the Issuing Officer receives the Bid Proposal by the time and date specified in the Procurement Timetable at the address provided in the RFP for the Issuing Officer. The Agency will not waive this mandatory requirement. Any Bid Proposal received after this deadline will be rejected and will not be evaluated.

Bid Proposals are to be submitted in accordance with the Bid Proposal Formatting section of this RFP. Bid Proposals may not be hand-delivered to the Issuing Officer. Rather, Bid Proposals are to be mailed through a postal service or shipping service. Bidders shall allow ample mail delivery time to ensure timely receipt of their Bid Proposals. It is the Bidder's responsibility to ensure that the Bid Proposal is received prior to the deadline. Postmarking or submission to a shipping service by the due date shall not substitute for actual receipt of the Bid Proposal by the Agency.

### ***2.9 Amendment to the RFP and Bid Proposal.***

Each Bidder is responsible for ensuring that the Issuing Officer receives the Bid Proposal and any permitted amendments by the established deadlines at the address provided in the RFP for the Issuing Officer. Amendments must be received utilizing the same delivery method as set forth in the RFP for the submission of the original Bid Proposal.

Bidders may amend a previously submitted Bid Proposal at any time before the bid submission date and time. Any such amendment must be in writing and signed by the Bidder. The Bidder shall provide the same number of copies of the amended Bid Proposal as is required for the original Bid Proposal, for both hardcopy and electronic copies, in accordance with the Bid Proposal Formatting Section.

The Agency reserves the right to amend or provide clarifications to the RFP at any time. RFP amendments will be posted to the State's website at <http://bidopportunities.iowa.gov/>. If an RFP amendment occurs after the closing date for receipt of Bid Proposals, the Agency may, in its sole discretion, allow Bidders to amend their Bid Proposals.

### ***2.10 Withdrawal of Bid Proposal.***

The Bidder may withdraw its Bid Proposal prior to the closing date for receipt of Bid Proposals by submitting a written request to withdraw signed by the Bidder, scanned, then emailed to the Issuing Officer. The Bidder should request confirmation of receipt of the email from the Issuing Officer to ensure delivery.

### ***2.11 Costs of Preparing the Bid Proposal.***

The costs of preparation and delivery of the Bid Proposal are solely the responsibility of the Bidder.

### **2.12 Rejection of Bid Proposals.**

The Agency reserves the right to reject any or all Bid Proposals, in whole and in part, and to cancel this RFP at any time prior to the execution of a written contract. Issuance of this RFP in no way constitutes a commitment by the Agency to award or enter into a contract.

### **2.13 Review of Bid Proposals.**

Only Bidders that meet the mandatory requirements and are not subject to disqualification will be considered for award of a contract.

#### **2.13.1 Mandatory Requirements.**

Bidders must meet these mandatory requirements or will be disqualified and not considered for award of a contract:

- The Issuing Officer must receive the Bid Proposal, and any amendments thereof, prior to or on the due date and time (See RFP Sections 2.8 and 2.9).
- The Bidder is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from receiving federal funding by any federal department or agency (See RFP Additional Certifications Attachment).
- The Bidder is eligible to submit a bid in accordance with the Bidder Eligibility Requirements of this RFP (See RFP Bidder Eligibility Requirements Section).

#### **2.13.2 Reasons Proposals May be Disqualified.**

Bidders are expected to follow the specifications set forth in this RFP. However, it is not the Agency's intent to disqualify Bid Proposals that suffer from correctible flaws. At the same time, it is important to maintain fairness to all Bidders in the procurement process. Therefore, the Agency reserves the discretion to permit cure of variances, waive variances, or disqualify Bid Proposals for reasons that include, but may not be limited to, the following:

- Bidder initiates unauthorized contact regarding this RFP with employees other than the Issuing Officer (See RFP Section 2.2);
- Bidder fails to comply with the RFP's formatting specifications so that the Bid Proposal cannot be fairly compared to other bids (See RFP Section 3.1);
- Bidder fails, in the Agency's opinion, to include the content required for the RFP;
- Bidder fails to be fully responsive in the Bidder's Approach to Meeting Deliverables Section, states an element of the Scope of Work cannot or will not be met, or does not include information necessary to substantiate that it will be able to meet the Scope of Work specifications (See RFP Section 3.2.3);
- Bidder's response materially changes Scope of Work specifications;
- Bidder fails to submit the RFP attachments containing all signatures (See RFP Section 3.2.6);
- Bidder marks entire Bid Proposal confidential, makes excessive claims for confidential treatment, or identifies pricing information in the Cost Proposal as confidential (See RFP Section 3.1);
- Bidder includes assumptions in its Bid Proposal (See RFP Section 2.7); or
- Bidder fails to respond to the Agency's request for clarifications, information, documents, or references that the Agency may make at any point in the RFP process.
- Bidder is a "scrutinized company" included on a "scrutinized company list" created by a public fund pursuant to Iowa Code §12J.3. This list is maintained by the Iowa Public Employees' Retirement System. The list is currently found here: <https://www.ipers.org/about-us/investments/restrictions-regarding-companies-boycotting-israel#main-content>.

The determination of whether or not to disqualify a proposal and not consider it for award of a contract for any of these reasons, or to waive or permit cure of variances in Bid Proposals, is at the sole discretion of the Agency. No Bidder shall obtain any right by virtue of the Agency's election to not exercise that discretion. In the event the Agency waives or permits cure of variances, such waiver or cure will not modify the RFP specifications or excuse

the Bidder from full compliance with RFP specifications or other contract requirements if the Bidder enters into a contract.

**2.14 Bid Proposal Clarification Process.**

The Agency may request clarifications from Bidders for the purpose of resolving ambiguities or questioning information presented in the Bid Proposals. Clarifications may occur throughout the Bid Proposal evaluation process. Clarification responses shall be in writing and shall address only the information requested. Responses shall be submitted to the Agency within the time stipulated at the occasion of the request.

**2.15 Verification of Bid Proposal Contents.**

The contents of a Bid Proposal submitted by a Bidder are subject to verification.

**2.16 Reference Checks.**

The Agency reserves the right to contact any reference to assist in the evaluation of the Bid Proposal, to verify information contained in the Bid Proposal, to discuss the Bidder's qualifications, and/or to discuss the qualifications of any subcontractor identified in the Bid Proposal.

**2.17 Information from Other Sources.**

The Agency reserves the right to obtain and consider information from other sources concerning a Bidder, such as the Bidder's capability and performance under other contracts, and the Bidder's authority and ability to conduct business in the State of Iowa. Such other sources may include subject matter experts.

**2.18 Criminal History and Background Investigation.**

The Agency reserves the right to conduct criminal history and other background investigations of the Bidder, its officers, directors, shareholders, or partners and managerial and supervisory personnel retained by the Bidder for the performance of the resulting contract. The Agency reserves the right to conduct criminal history and other background investigations of the Bidder's staff and subcontractors providing services under the resulting contract.

**2.19 Disposition of Bid Proposals.**

Opened Bid Proposals become the property of the Agency and will not be returned to the Bidder. Upon issuance of the Notice of Intent to Award, the contents of all Bid Proposals will be in the public domain and be open to inspection by interested parties subject to exceptions provided in Iowa Code chapter 22 or other applicable law.

**2.20 Public Records and Request for Confidential Treatment.**

Original information submitted by a Bidder may be treated as public information by the Agency following the conclusion of the selection process unless the Bidder properly requests that information be treated as confidential at the time of submitting the Bid Proposal. See the Bid Proposal Formatting Section for the proper method for making such requests. The Agency's release of information is governed by Iowa Code chapter 22. Bidders are encouraged to familiarize themselves with Chapter 22 before submitting a Bid Proposal. The Agency will copy public records as required to comply with public records laws.

The Agency will treat the information marked confidential as confidential information to the extent such information is determined confidential under Iowa Code chapter 22 or other applicable law by a court of competent jurisdiction. However, the Bidder shall certify by signing and returning RFP Attachment B its understanding that any Agency references to Bid Proposal information marked confidential made during the evaluation process may become part of the public domain

In the event the Agency receives a request for information marked confidential, written notice shall be given to the Bidder seventy-two (72) hours prior to the release of the information to allow the Bidder to seek injunctive relief pursuant to Iowa Code § 22.5 or 22.8.

The Bidder's failure to request confidential treatment of material pursuant to this section and the relevant law will be deemed, by the Agency and State personnel, as a waiver of any right to confidentiality that the Bidder may have had.

**2.21 Copyrights.**

By submitting a Bid Proposal, the Bidder agrees that the Agency may copy the Bid Proposal for purposes of facilitating the evaluation of the Bid Proposal or to respond to requests for public records. By submitting a Bid Proposal, the Bidder acknowledges that additional copies may be produced and distributed, and represents and warrants that such copying does not violate the rights of any third party. The Agency shall have the right to use ideas or adaptations of ideas that are presented in the Bid Proposals.

**2.22 Release of Claims.**

By submitting a Bid Proposal, the Bidder agrees that it shall not bring any claim or cause of action against the Agency based on any misunderstanding concerning the information provided herein or concerning the Agency's failure, negligent or otherwise, to provide the Bidder with pertinent information as intended by this RFP.

**2.23 Reserved. (Presentations)**

**2.24 Notice of Intent to Award.**

Notice of Intent to Award will be sent to all Bidders that submitted a Bid Proposal by the due date and time. The Notice of Intent to Award does not constitute the formation of a contract between the Agency and the apparent successful Bidder.

**2.25 Acceptance Period.**

The Agency shall make a good faith effort to negotiate and execute the contract. If the apparent successful Bidder fails to negotiate and execute a contract, the Agency may, in its sole discretion, revoke the Notice of Intent to Award and negotiate a contract with another Bidder or withdraw the RFP. The Agency further reserves the right to cancel the Notice of Intent to Award at any time prior to the execution of a written contract.

**2.26 Review of Notice of Disqualification or Notice of Intent to Award Decision.**

Bidders may request reconsideration of either a notice of disqualification or notice of intent to award decision by submitting a written request to the Agency:

Bureau Chief  
c/o Bureau of Service Contract Support  
Department of Human Services  
Hoover State Office Building, 1<sup>st</sup> Floor  
1305 E. Walnut Street  
Des Moines, Iowa 50319-0114  
email: [reconsiderationrequest@dhs.state.ia.us](mailto:reconsiderationrequest@dhs.state.ia.us)

The Agency must receive the written request for reconsideration within five days from the date of the notice of disqualification or notice of intent to award decision, whichever is earlier. The written request may be emailed or delivered by postal service or other shipping service. In-person deliveries to the Agency's office will not be accepted. It is the Bidder's responsibility to ensure that the Bid Proposal is received prior to the deadline. Postmarking or submission to a shipping service by the due date shall not substitute for actual receipt of a request for reconsideration by the Agency.

The request for reconsideration shall clearly and fully identify all issues being contested by reference to the page and section number of the RFP. If a Bidder submitted multiple Bid Proposals and requests that the Agency reconsider a notice of disqualification or notice of intent to award decision for more than one Bid Proposal, a separate written request shall be submitted for each. At the Agency's discretion, requests for reconsideration from the same Bidder may be reviewed separately or combined into one response. The Agency will expeditiously

address the request for reconsideration and issue a decision. The Bidder may choose to file an appeal with the Agency within five days of the date of the decision on reconsideration in accordance with 441 IAC 7.41 et seq.

**2.27 Definition of Contract.**

The full execution of a written contract shall constitute the making of a contract for services and no Bidder shall acquire any legal or equitable rights relative to the contract services until the contract has been fully executed by the apparent successful Bidder and the Agency.

**2.28 Choice of Law and Forum.**

This RFP and the resulting contract are governed by the laws of the State of Iowa without giving effect to the conflicts of law provisions thereof. Changes in applicable laws and rules may affect the negotiation and contracting process and the resulting contract. Bidders are responsible for ascertaining pertinent legal requirements and restrictions. Any and all litigation or actions commenced in connection with this RFP shall be brought and maintained in the appropriate Iowa forum.

**2.29 Restrictions on Gifts and Activities.**

Iowa Code chapter 68B restricts gifts that may be given or received by state employees and requires certain individuals to disclose information concerning their activities with state government. Bidders must determine the applicability of this Chapter to their activities and comply with the requirements. In addition, pursuant to Iowa Code § 722.1, it is a felony offense to bribe or attempt to bribe a public official.

**2.30 Exclusivity.**

Any contract resulting from this RFP shall not be an exclusive contract.

**2.31 No Minimum Guaranteed.**

The Agency anticipates that the selected Bidder will provide services as requested by the Agency. The Agency does not guarantee that any minimum compensation will be paid to the Bidder or any minimum usage of the Bidder's services.

**2.32 Use of Subcontractors.**

The Agency acknowledges that the selected Bidder may contract with third parties for the performance of any of the Contractor's obligations. The Agency reserves the right to provide prior approval for any subcontractor used to perform services under any contract that may result from this RFP.

**2.33 Bidder Continuing Disclosure Requirement.**

To the extent that Bidders are required to report incidents when responding to this RFP related to damages, penalties, disincentives, administrative or regulatory proceedings, founded child or dependent adult abuse, or felony convictions, these matters are subject to continuing disclosure to the Agency. Incidents occurring after submission of a Bid Proposal, and with respect to the successful Bidder after the execution of a contract, shall be disclosed in a timely manner in a written statement to the Agency. For purposes of this subsection, timely means within thirty (30) days from the date of conviction, regardless of appeal rights.

**Section 3 How to Submit A Bid Proposal: Format and Content Specifications**

These instructions provide the format and technical specifications of the Bid Proposal and are designed to facilitate the submission of a Bid Proposal that is easy to understand and evaluate.

**3.1 Bid Proposal Formatting.**

<b>Subject</b>	<b>Specifications</b>
<b>Paper Size</b>	8.5" x 11" paper (one side only). Charts or graphs may be provided on legal-sized paper.
<b>Font</b>	Bid Proposals must be typewritten. The font must be 11 point or larger (excluding charts, graphs, or diagrams). Acceptable fonts include Times New Roman, Calibri and Arial.
<b>Page Limit</b>	Pages included in Proposal Tab 3 and any attachments the Bidder creates in a "Tab 3 Attachments" section is limited to 50 pages. See Section 3.2 for further information about Tab 3 Attachments.
<b>Pagination</b>	All pages in Proposal Tabs 1-5 are to be sequentially numbered from beginning to end (do not number these Proposal sections independently of each other). The contents in Proposal Tab 6 may be numbered independently of other sections.
<b>Bid Proposal General Composition</b>	<ul style="list-style-type: none"> <li>• Bid Proposals shall be divided into two parts: Technical Proposal and Cost Proposal.</li> <li>• Technical Proposals submitted in multiple volumes shall be numbered in the following fashion: 1 of 4, 2 of 4, etc.</li> <li>• Bid Proposals must be bound and use tabs to label sections.</li> </ul>
<b>Envelope Contents and Labeling</b>	<ul style="list-style-type: none"> <li>• Envelopes shall be addressed to the Issuing Officer.</li> <li>• The envelope containing the original Bid Proposal shall be labeled "original." The Technical and Cost Proposal must be packaged separately.</li> </ul>
<b>Number of Hard Copies</b>	Submit one (1) original hard copy of the Proposal (separate Technical and Cost proposals). The original hard copy must contain original signatures.
<b>USB Flash Drive</b>	<ul style="list-style-type: none"> <li>• The Technical Proposal and Cost Proposal must be provided on separate USB flash drives. Bidders shall submit five flash drives with identical copies of the Technical Proposal and 1 copy of the Cost Proposal on a separate flash drive. The USB flash drives shall be identical as the content in the original Bid Proposal.</li> <li>• The Technical Proposal must be saved in less than three files, with a preference for the entire Technical Proposal in one file. Proposals shall be provided in either PDF or Microsoft Word format. Files shall be text-based and not scanned image(s) and shall be searchable and not password protected or contain restrictions that prevent copying, saving, highlighting, or printing of the contents.</li> </ul>
<b>Request for Confidential Treatment</b>	<p>Requests for confidential treatment of any information in a Bid Proposal must meet these specifications:</p> <ul style="list-style-type: none"> <li>• The Bidder will complete the appropriate section of the Primary Bidder Detail Form &amp; Certification which requires the specific statutory citation supporting the request for confidential treatment and an explanation of why disclosure of the information is not in the best interest of the public.</li> <li>• The Bidder shall submit one (1) complete paper copy of the Bid Proposal from which confidential information has been redacted. This copy shall be clearly labeled on the cover as a "public copy" and each page upon which confidential information appears shall be conspicuously marked as containing confidential information. The confidential material shall be redacted in such a way as to allow the public to determine the general nature of the material removed. To the extent possible, pages should be redacted sentence by sentence unless all material on a page is clearly confidential under the law. The Bidder shall not identify the entire Bid Proposal as confidential.</li> </ul>



	<ul style="list-style-type: none"> <li>• The Cost Proposal will be part of the ultimate contract entered into with the successful Bidder. Pricing information may not be designated as confidential material. However, Cost Proposal supporting materials may be marked confidential if consistent with applicable law.</li> <li>• The transmittal letter may not be marked confidential.</li> <li>• The Bidder shall submit a USB flash drive containing an electronic copy of the Bid Proposal from which confidential information has been redacted. This USB flash drive shall be clearly marked as a “public copy”.</li> <li>• The Technical Proposal must be saved in less than three files, with a preference for the entire Technical Proposal in one file. Proposals shall be provided in either PDF or Microsoft Word format. Files shall be text-based and not scanned image(s) and shall be searchable and not password protected or contain restrictions that prevent copying, saving, highlighting, or printing of the contents.</li> </ul>
<p><b>Exceptions to RFP/Contract Language</b></p>	<p>If the Bidder objects to any term or condition of the RFP or attached Sample Contract, specific reference to the RFP page and section number shall be made in the Primary Bidder Detail &amp; Certification Form. In addition, the Bidder shall set forth in its Bid Proposal the specific language it proposes to include in place of the RFP or contract provision and cost savings to the Agency should the Agency accept the proposed language.</p> <p>The Agency reserves the right to either execute a contract without further negotiation with the successful Bidder or to negotiate contract terms with the selected Bidder if the best interests of the Agency would be served.</p>

**3.2 Contents and Organization of Technical Proposal.**

This section describes the information that must be in the Technical Proposal. Bid Proposals should be organized into sections **in the same order provided here**. Hard copies of Bid Proposals should use tabs to separate each section. If a Bidder chooses to provide information in attachments to respond to any section below, please create a new tabbed attachment section immediately behind the applicable section. For example, to add attachments related to information asked for in Section 3.2.3 Information to Include Behind Tab 3: Bidder’s Approach to Meeting Deliverables, the Bidder would create a new tab in the Technical Proposal that is called Tab 3 Attachments and place the attachment(s) there. The Bidder would follow suit by creating new tabbed sections for attachments created to respond to any other section below in their bid proposal

**3.2.1 Information to Include Behind Tab 1: Transmittal Letter.**

The transmittal letter serves as a cover letter for the Technical Proposal. It must consist of an executive summary that briefly reviews the strengths of the Bidder and key features of its proposed approach to meet the specifications of this RFP.

**3.2.2 Information to Include Behind Tab 2: Proposal Table of Contents.**

The Bid Proposal must contain a table of contents.

**3.2.3 Information to Include Behind Tab 3: Bidder’s Approach to Meeting Deliverables.**

The Bidder shall address each subsection in Section 1.3, Scope of Work, beginning with the opening Scope of Work paragraphs and throughout the entire section, that the successful contractor will perform by first restating the Deliverable from the RFP and then detailing the Bidder’s planned approach to meeting each contractor Deliverable immediately after the restated text. Bid responses should provide sufficient detail so that the Agency can understand and evaluate the Bidder’s approach, and should not merely repeat the Deliverable.

Bidders are given wide latitude in the degree of detail they offer or the extent to which they reveal plans, designs, examples, processes, and procedures. Bidders do not need to address any responsibilities that are specifically designated as Agency responsibilities.

**Note:**

- Responses to Deliverables shall be in the same sequence as presented in the RFP.
- Bid Proposals shall identify any deviations from the specifications the Bidder cannot satisfy.
- Bid Proposals shall not contain promotional or display materials unless specifically required.

If a Bidder proposes more than one method of meeting the RFP requirements, each method must be drafted and submitted as separate Bid Proposals. Each will be evaluated separately.

**3.2.3.1 Information to Include Behind Tab 3.1: Information Bidders Must Submit That is Specific to This RFP.**

The Agency is requesting the following information in addition to the contents immediately above.

- Sample project implementation meeting agenda
- Sample project plan to demonstrate bidder's understanding of the project

**3.2.4 Information to Include Behind Tab 4: Bidder's Experience.**

**3.2.4.1 Level of technical experience in providing the types of services sought by the RFP.** The Departments request this information include, but not necessarily be limited to the following:

- Demonstrate related and relevant work experience and knowledge of:
  - Providing work for public health and human services government agencies; including:
    - Stakeholder and community engagement with underserved, at-risk, and health disparate populations;
    - Knowledge of and participation with community based and governmental strategies related to the social determinants of health and health equity;
    - Familiarity of local, state and federal public health structures;
    - Knowledge of state Medicaid agencies and Medicaid financing, familiarity with Iowa's provider landscape, and knowledge of Iowa specific Medicaid structures including Managed Long Term Services and Supports (MLTSS), Medicaid expansion, CHIP and waivers.
    - Familiarity with Iowa's regional mental health and disability services system
    - Knowledge of child welfare and Title IV-E services as well as the Family First Prevention Services Act.
  - Consolidating administrative support services including data integration and information technology, and braided funding across programs and services; and,
  - Identifying and implementing best practice, professional standards, and governing principles.

**3.2.4.2** Description of all services similar to those sought by this RFP that the Bidder has provided to the Agency and other businesses or governmental entities within the last three years.

For each similar service, provide a matrix detailing:

- A.** Project title;
- B.** Project role (primary contractor or subcontractor);
- C.** Name of client agency or business;
- D.** General description of the scope of work;
- E.** Start and end dates of contract as originally entered into between the parties;
- F.** If there were any alteration(s) to the contract timeframe(s) or the contract was terminated for any other reason before completion of all obligations under the contract provisions, fully explain the reason(s) for the alteration or termination;
- G.** Total value of the contract at the time it was executed and any alteration(s) to that amount. Provide reason(s) for the alteration(s) to the contract value;

- H. Whether the services were provided timely and within budget;
- I. Any damages, penalties, disincentives assessed, or payments withheld, or anything of value traded or given up by the Bidder that are valued at or above \$500,000. Include the estimated cost assessed against the Bidder for the incident with the details of the occurrence;
- J. List administrative or regulatory proceedings or adjudicated matters related to this service to which the Bidder has been a party; and
- K. Contact information for the client's project manager including address, telephone number, and email address.

**3.2.4.3** Letters of reference from three (3) of the Bidder's previous clients knowledgeable of the Bidder's performance in providing services similar to those sought in this RFP, including a contact person, telephone number, and email address for each reference. It is preferred that letters of reference are provided for services that were procured in a competitive environment. Form letters of reference that do not elaborate on the Bidder's performance under the specific relationships addressed in the reference letter may negatively impact the Bidder's evaluation/score. Persons who are currently employed by the Agency are not eligible to be references.

**3.2.4.4** Description of experience managing subcontractors, if the Bidder proposes to use subcontractors.

**3.2.5 Information to Include Behind Tab 5: Personnel.**

The Bidder shall provide the following information regarding personnel:

**3.2.5.1 Tables of Organization.**

Illustrate the lines of authority in two tables:

- One showing overall operations
- One showing staff who will provide services under the RFP

**3.2.5.2 Names and Credentials of Key Corporate Personnel.**

- Include the names and credentials of the owners and executives of your organization and, if applicable, their roles on this project.
- Include names of the current board of directors, or names of all partners, as applicable.
- Include resumes for all key corporate, administrative, and supervisory personnel who will be involved in providing the services sought by this RFP. The resumes should include: name, education, years of experience, and employment history, particularly as it relates to the scope of services specified herein. Resumes shall not include social security numbers.

**3.2.5.3 Information About Project Manager and Key Project Personnel.**

- Include names and credentials for the project manager, the positions identified in this section, and any additional key project personnel who will be involved in providing services sought by this RFP. Include resumes for these personnel. The resumes shall include: name, education, and years of experience and employment history, particularly as it relates to the scope of services specified herein. Resumes shall also include the percentage of time the person would be specifically dedicated to this project on a monthly basis, if the Bidder is selected as the successful Bidder. Resumes should not include social security numbers.
- For these Key Positions and any other identified by the Bidder, describe how proposed key project personnel meet the following:

**3.2.5.3.1 Project Manager**

- Demonstrated experience in Medicaid and CHIP programs, child welfare and economic assistance programs. Demonstrate related and relevant work experience and knowledge of:
  - Providing work for public health and human services government agencies; including:
  - Stakeholder and community engagement with underserved, at-risk, and health disparate populations;

- Knowledge of and participation with community based and governmental strategies related to the social determinants of health and health equity;
- Familiarity of local, state and federal public health structures;
- Knowledge of state Medicaid agencies and Medicaid financing, familiarity with Iowa's provider landscape, and knowledge of Iowa specific Medicaid structures including MLTSS, Medicaid expansion, CHIP and waivers.
- Familiarity with Iowa's regional mental health and disability services system
- Knowledge of child welfare and Title IV-E services as well as the Family First Prevention Services Act.
- Consolidating administrative support services including data integration and information technology, and braided funding across programs and services;
- Identifying and implementing best practice, professional standards, and governing principles; and
- Experience managing subcontractor staff if the Bidder proposes to use subcontractors.
- Department of Public Health Lead
  - Demonstrated related and relevant work experience and knowledge of:
    - The work performed by public health and human services government agencies; including:
      - Stakeholder and community engagement with underserved, at-risk, and populations experiencing disparate health outcomes;
      - Knowledge of and participation with community based and governmental strategies to address social determinants of health and incorporation of a health equity lens in program development and implementation;
      - Familiarity with the public health system, including local, state and federal public health structures;
      - Strategies for consolidation of administrative support services for public health program areas including data integration and information technology, including blended and braided funding across programs and services; and,
      - Identifying and implementing best practice, professional standards, and governing principles.
- Department of Human Services Lead
  - Demonstrated experience in Medicaid and CHIP programs, child welfare and economic assistance programs. Demonstrate related and relevant work experience and knowledge of:
    - Providing work for public health and human services government agencies; including:
      - Stakeholder and community engagement with underserved, at-risk, and health disparate populations;
      - Knowledge of state Medicaid agencies and Medicaid financing, familiarity with Iowa's provider landscape, and knowledge of Iowa specific Medicaid structures including MLTSS, Medicaid expansion, CHIP and waivers.
      - Familiarity with Iowa's regional mental health and disability services system
      - Knowledge of child welfare and Title IV-E services as well as the Family First Prevention Services Act.
      - Consolidating administrative support services including data integration and, information technology, and braided funding across programs and services; and,
      - Identifying and implementing best practice, professional standards, and governing principles

#### 3.2.5.4 Disclosures.

List any details of whether the Bidder or any owners, officers, primary partners, staff providing services or any owners, officers, primary partners, or staff providing services of any subcontractor who may be involved with providing the services sought in this RFP, have ever had a founded child or dependent adult abuse report, or been convicted of a felony.

**3.2.6 Information to Include Behind Tab 6: RFP Forms.**

The forms listed below are attachments to this RFP. Fully complete and return these forms behind Tab 6:

- Release of Information Form
- Primary Bidder Detail & Certification Form
- Subcontractor Disclosure Form (one for each proposed subcontractor)
- Certification and Disclosure Regarding Lobbying

**3.2.7 Financial Statements.**

The Bidder shall submit 1 complete hard copy and a USB flash drive containing an electronic copy of audited financial statements from independent auditors for the last three (3) years. Entities not required to have audited financial statements may submit CPA-prepared unaudited financial statements. Hard copy should be submitted in a separate binder from the Technical and Cost proposals.

**3.3 Cost Proposal.**

**Content and Format.**

The Bidder shall fully complete Attachment F that has been provided with this RFP. Bidders shall follow the instructions for completion of the cost proposal form and submit it in accordance with the Bid Proposal Formatting Section of this RFP.

**Section 4 Evaluation Of Bid Proposals**

**4.1 Introduction.**

This section describes the evaluation process that will be used to determine which Bid Proposal provides the greatest benefit to the Agency. When making this determination, the Agency will not necessarily award a contract to the Bidder offering the lowest cost to the Agency or to the Bidder with the highest point total. Rather, a contract will be awarded to the Bidder that offers the greatest benefit to the Agency.

**4.2 Evaluation Committee.**

The Agency intends to conduct a comprehensive, fair, and impartial evaluation of Bid Proposals received in response to this RFP. In making this determination, the Agency will be represented by an evaluation committee.

**4.3 Proposal Scoring and Evaluation Criteria.**

The evaluation committee will use the method described in this section to assist with initially determining the relative merits of each Bid Proposal.

**Scoring Guide.**

Points will be assigned to each evaluation component as follows, unless otherwise designated:

4	Bidder has agreed to comply with the requirements and provided a clear and compelling description of how each requirement would be met, with relevant supporting materials. Bidder’s proposed approach frequently goes above and beyond the minimum requirements and indicates superior ability to serve the needs of the Agency.
3	Bidder has agreed to comply with the requirements and provided a good and complete description of how the requirements would be met. Response clearly demonstrates a high degree of ability to serve the needs of the Agency.

2	Bidder has agreed to comply with the requirements and provided an adequate description of how the requirements would be met. Response indicates adequate ability to serve the needs of the Agency.
1	Bidder has agreed to comply with the requirements and provided some details on how the requirements would be met. Response does not clearly indicate if all the needs of the Agency will be met.
0	Bidder has not addressed any of the requirements or has provided a response that is limited in scope, vague, or incomplete. Response did not provide a description of how the Agency's needs would be met.

**Technical Proposal Components.**

When Bid Proposals are evaluated, the total points for each component are comprised of the component's assigned weight multiplied by the score the Bid Proposal earns. Points for all components will be added together. The evaluation components, including maximum points that may be awarded, are as follows:

<u>Technical Proposal Components</u>	<u>Weight</u>	<u>Score (0-4)</u>	<u>Potential Maximum Points</u>
<b><u>BIDDER'S APPROACH TO MEETING DELIVERABLES</u></b>			
<b>Scope of Work Paragraphs Immediately Following Heading Titled "1.3 Scope of Work up to Heading Titled "1.3.1 Deliverables"</b>	8.75		35
<b>Project Implementation Meeting, Section 1.3.1.1 AND Sample Project Implementation Agenda, Section 3.2.3.1</b>	10		40
<b>Primary Project Team/Decision Making Plan, Section 1.3.1.2</b>	18.75		75
<b>Project Plan, Section 1.3.1.3, AND Sample Project Plan, Section 3.2.3.1</b>	25		100
<b>Connection Points Report, Section 1.3.1.4</b>	28.75		115
<b>Recommendations and Options Report, Section 1.3.1.5</b>	31.25		125
<b>Stakeholder Engagement Meetings, Section 1.3.1.6</b>	10		40
<b>Final Recommendation Conference, Section 1.3.1.7</b>	25		100
<b>Redesign Implementation Plan, Section 1.3.1.8</b>	25		100
<b>Final Report, Section 1.3.1.9</b>	12.5		50

<b>Deliverable Summary/Timeline AND General Requirements, Section 1.3.2</b>	5		20
<b><u>EXPERIENCE</u></b>			
<b>Level of Technical Expertise in Providing the Types of Services Sought by the RFP, Section 3.2.4.1</b>	50		200
<b>Description of All Services Similar to This RFP That Bidder Had Provided, Section 3.2.4.2, AND Letters of Reference, Section 3.2.4.3, AND Description of Experience Managing Subcontractors, Section 3.2.4.4</b>	50		200
<b><u>PERSONNEL</u></b>			
<b>Personnel, Section 3.2.5</b>	100		400

**Scoring of Cost Proposal Pricing.**

Bidder Cost Proposals will be scored as described below. Bidder total cost proposal pricing score will be figured by adding together the bidder’s individual scores for each component. (Cost Proposal Tab 1, Table 1 Score + Cost Proposal Tab 1, Table 2 Score + Cost Proposal Tab 2, Table 1 Combined Score = Bidders Total Cost Proposal Pricing Score.)

The following formula will be used to determine scoring based on available points for each component:

Pricing will be scored using the ratio of the lowest Cost Proposal component versus the cost of each higher priced component in each bidder’s Cost Proposal. Under this formula, the lowest Cost Proposal component receives all of the points assigned. A Cost Proposal twice as expensive as the lowest Cost Proposal component would earn half of the available points for this component. The formula is:

$$\text{Weighted Cost Score} = (\text{price of lowest Cost Proposal component} / \text{price of each higher priced Cost Proposal component}) \times \text{Available Points}$$

- **Cost Proposal Pricing – Component 1 – 200 Possible Points**  
Cost Proposal Tab 1, Table 1 – Cost Proposal Pricing for Component 1 will be based on the bidders Tab 1, Table 1 total for completion of all milestones identified in RFP Section 1.3.5.1.
- **Cost Proposal Pricing – Component 2 – 75 Possible Points**  
Cost Proposal Tab 1, Table 2 – Cost Proposal Pricing for Component 2 will be based on the individual cost for a Stakeholder Meeting as identified in RFP Section 1.3.5.2.
- **Cost Proposal Pricing – Tab 2– 125 Total Possible Points**  
Cost Proposal Tab 2, Table 1 – Cost Proposal Pricing will be based on individual scores for each rate cell (“Component”).

For Tab 2, each identified position in Tab 2, Table 1 will earn a separate score for both the On-Site Work Hourly Component and the Off-Site Work Hourly Component. These scores will be added together to total the score for each identified position. (Identified position On-Site Work Hourly Rate Component + Identified position Off-Site Work Hourly Rate Component = Identified position total score.) The total score of each bidder for each identified position will be added together with scores for all other positions listed in Tab 2 to make up the final score for Tab 2, Table 1. Note: Using this methodology, the only way that a bidder would receive all 125 points available under Tab 2 would be if one bidder submits the lowest hourly rate in every single rate cell on Tab 2.

**Total Points Assigned to Pricing: 400**

**Total Points Possible for Technical and Cost Proposals: 2000**

***4.4 Recommendation of the Evaluation Committee.***

The evaluation committee shall present a final ranking and recommendation(s) to the Deputy Director of the Iowa Department of Public Health for consideration. In making this recommendation, the committee is not bound by any scores or scoring system used to assist with initially determining the relative merits of each Bid Proposal. This recommendation may include, but is not limited to, the name of one or more Bidders recommended for selection or a recommendation that no Bidder be selected. The Deputy Director shall consider the committee's recommendation when making the final decision, but is not bound by the recommendation. A representative of the Department of Human Services Division of Fiscal Management will review the financial information of the apparent successful bidder and provide information for the Deputy Director's consideration when making the final decision.



**Attachment A: Release of Information**  
*(Return this completed form behind Tab 6 of the Bid Proposal.)*

\_\_\_\_\_ (name of Bidder) hereby authorizes any person or entity, public or private, having any information concerning the Bidder's background, including but not limited to its performance history regarding its prior rendering of services similar to those detailed in this RFP, to release such information to the Agency.

The Bidder acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The Bidder acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the Agency or may otherwise hurt its reputation or operations. The Bidder is willing to take that risk. The Bidder agrees to release all persons, entities, the Agency, and the State of Iowa from any liability whatsoever that may be incurred in releasing this information or using this information.

\_\_\_\_\_  
Printed Name of Bidder Organization

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

**Attachment B: Primary Bidder Detail & Certification Form**

*(Return this completed form behind Tab 6 of the Proposal. If a section does not apply, label it “not applicable”.)*

<b>Primary Contact Information (individual who can address issues re: this Bid Proposal)</b>	
<b>Name:</b>	
<b>Address:</b>	
<b>Tel:</b>	
<b>Fax:</b>	
<b>E-mail:</b>	
<b>Primary Bidder Detail</b>	
<b>Business Legal Name (“Bidder”):</b>	
<b>“Doing Business As” names, assumed names, or other operating names:</b>	
<b>Parent Corporation Name and Address of Headquarters, if any:</b>	
<b>Form of Business Entity (i.e., corp., partnership, LLC, etc.):</b>	
<b>State of Incorporation/organization:</b>	
<b>Primary Address:</b>	
<b>Tel:</b>	
<b>Local Address (if any):</b>	
<b>Addresses of Major Offices and other facilities that may contribute to performance under this RFP/Contract:</b>	
<b>Number of Employees:</b>	
<b>Number of Years in Business:</b>	
<b>Primary Focus of Business:</b>	
<b>Federal Tax ID:</b>	
<b>DUNS #:</b>	
<b>Bidder’s Accounting Firm:</b>	
<b>If Bidder is currently registered to do business in Iowa, provide the Date of Registration:</b>	
<b>Do you plan on using subcontractors if awarded this Contract? {If “YES,” submit a Subcontractor Disclosure Form for each proposed subcontractor.}</b>	
	(YES/NO)

Request for Confidential Treatment (See Section 3.1)		
<b>Check Appropriate Box:</b> <input type="checkbox"/> Bidder Does Not Request Confidential Treatment of Bid Proposal <input type="checkbox"/> Bidder Requests Confidential Treatment of Bid Proposal		
Location in Bid Proposal (Tab/Page)	Specific Grounds in Iowa Code Chapter 22 or Other Applicable Law Which Supports Treatment of the Information as Confidential	Justification of Why Information Should Be Kept in Confidence and Explanation of Why Disclosure Would Not Be in The Best Interest of the Public

Exceptions to RFP/Contract Language (See Section 3.1)			
RFP Section and Page	Language to Which Bidder Takes Exception	Explanation and Proposed Replacement Language:	Cost Savings to the Agency if the Proposed Replacement Language is Accepted

**PRIMARY BIDDER CERTIFICATIONS**

1. **BID PROPOSAL CERTIFICATIONS. By signing below, Bidder certifies that:**
  - 1.1 Bidder specifically stipulates that the Bid Proposal is predicated upon the acceptance of all terms and conditions stated in the RFP and the Sample Contract without change except as otherwise expressly stated in the Primary Bidder Detail & Certification Form. Objections or responses shall not materially alter the RFP. All changes to proposed contract language, including deletions, additions, and substitutions of language, must be addressed in the Bid Proposal. The Bidder accepts and shall comply with all Contract Terms and Conditions contained in the Sample Contract without change except as set forth in the Contract;
  - 1.2 Bidder has reviewed the Additional Certifications, which are incorporated herein by reference, and by signing below represents that Bidder agrees to be bound by the obligations included therein;
  - 1.3 Bidder has received any amendments to this RFP issued by the Agency;
  - 1.4 No cost or pricing information has been included in the Bidder’s Technical Proposal;
  - 1.5 If Bidder requests confidential treatment of any information submitted in its Proposal, the Bidder expressly acknowledges and agrees that the Agency’s evaluation document(s) may reference information of which the Bidder requested confidential treatment in the Bid Proposal. These Agency evaluation documents may then be in the public domain and be open to inspection by interested parties upon the Agency’s issuance of a Notice of Intent to Award. The Agency will not redact information or references to information in evaluation documents even in instances which a Bidder requested confidential treatment in the Bid Proposal; and,
  - 1.6 The person signing this Bid Proposal certifies that he/she is the person in the Bidder’s organization responsible for, or authorized to make decisions regarding the prices quoted and, Bidder guarantees the availability of the services offered and that all Bid Proposal terms, including price, will remain firm until a contract has been executed for the services contemplated by this RFP or one year from the issuance of this RFP, whichever is earlier.

**2. SERVICE AND REGISTRATION CERTIFICATIONS. By signing below, Bidder certifies that:**

- 2.1 Bidder certifies that the Bidder’s organization has sufficient personnel and resources available to provide all services proposed by the Bid Proposal, and such resources will be available on the date the RFP states services are to begin. Bidder guarantees personnel proposed to provide services will be the personnel providing the services unless prior approval is received from the Agency to substitute staff;
- 2.2 Bidder certifies that if the Bidder is awarded the contract and plans to utilize subcontractors at any point to perform any obligations under the contract, the Bidder will (1) notify the Agency in writing prior to use of the subcontractor, and (2) apply all restrictions, obligations, and responsibilities of the resulting contract between the Agency and contractor to the subcontractors through a subcontract. The contractor will remain responsible for all Deliverables provided under this contract;
- 2.3 Bidder either is currently registered to do business in Iowa or agrees to register if Bidder is awarded a Contract pursuant to this RFP;
- 2.4 Bidder certifies it is either: 1) registered or will become registered with the Iowa Department of Revenue to collect and remit Iowa sales and use taxes as required by Iowa Code chapter 423; or 2) not a “retailer” of a “retailer maintaining a place of business in this state” as those terms are defined in Iowa Code subsections 423.1(42) & (43). The Bidder also acknowledges that the Agency may declare the Bid Proposal void if the above certification is false. Bidders may register with the Department of Revenue online at: <http://www.state.ia.us/tax/business/business.html>; and,
- 2.5 Bidder certifies it will comply with Davis-Bacon requirements if applicable to the resulting contract.

**3. EXECUTION.**

By signing below, I certify that I have the authority to bind the Bidder to the specific terms, conditions and technical specifications required in the Agency’s Request for Proposals (RFP) and offered in the Bidder’s Proposal. I understand that by submitting this Bid Proposal, the Bidder agrees to provide services described herein which meet or exceed the specifications of the Agency’s RFP unless noted in the Bid Proposal and at the prices quoted by the Bidder. The Bidder has not participated, and will not participate, in any action contrary to the anti-competitive obligations outlined in the Additional Certifications. I certify that the contents of the Bid Proposal are true and accurate and that the Bidder has not made any knowingly false statements in the Bid Proposal.

<b>Signature:</b>	
<b>Printed Name/Title:</b>	
<b>Date:</b>	

**Attachment C: Subcontractor Disclosure Form**

*(Return this completed form behind Tab 6 of the Bid Proposal. Fully complete a form for each proposed subcontractor. If a section does not apply, label it “not applicable.” If the Bidder does not intend to use subcontractor(s), this form does not need to be returned.)*

<b>Primary Bidder (“Primary Bidder”):</b>	
<b>Subcontractor Contact Information (individual who can address issues re: this RFP)</b>	
<b>Name:</b>	
<b>Address:</b>	
<b>Tel:</b>	
<b>Fax:</b>	
<b>E-mail:</b>	

<b>Subcontractor Detail</b>	
<b>Subcontractor Legal Name (“Subcontractor”):</b>	
<b>“Doing Business As” names, assumed names, or other operating names:</b>	
<b>Form of Business Entity (i.e., corp., partnership, LLC, etc.)</b>	
<b>State of Incorporation/organization:</b>	
<b>Primary Address:</b>	
<b>Tel:</b>	
<b>Fax:</b>	
<b>Local Address (if any):</b>	
<b>Addresses of Major Offices and other facilities that may contribute to performance under this RFP/Contract:</b>	
<b>Number of Employees:</b>	
<b>Number of Years in Business:</b>	
<b>Primary Focus of Business:</b>	
<b>Federal Tax ID:</b>	
<b>Subcontractor’s Accounting Firm:</b>	
<b>If Subcontractor is currently registered to do business in Iowa, provide the Date of Registration:</b>	
<b>Percentage of Total Work to be performed by this Subcontractor pursuant to this RFP/Contract.</b>	
<b>General Scope of Work to be performed by this Subcontractor</b>	
<b>Detail the Subcontractor’s qualifications for performing this scope of work</b>	

By signing below, Subcontractor agrees to the following:

1. Subcontractor has reviewed the RFP, and Subcontractor agrees to perform the work indicated in this Bid Proposal if the Primary Bidder is selected as the winning Bidder in this procurement;
2. Subcontractor has reviewed the Additional Certifications and by signing below confirms that the Certifications are true and accurate and Subcontractor will comply with all such Certifications;
3. Subcontractor recognizes and agrees that if the Primary Bidder enters into a contract with the Agency as a result of this RFP, all restrictions, obligations, and responsibilities of the contractor under the contract shall also apply to the subcontractor;
4. Subcontractor agrees that it will register to do business in Iowa before performing any services pursuant to this contract, if required to do so by Iowa law; and,
5. Subcontractor certifies that it will comply with Davis-Bacon requirements if applicable to the resulting contract.

The person signing this Subcontractor Disclosure Form certifies that he/she is the person in the Subcontractor's organization responsible for or authorized to make decisions regarding the prices quoted and the Subcontractor has not participated, and will not participate, in any action contrary to the anti-competitive obligations outlined in the Additional Certifications.

I hereby certify that the contents of the Subcontractor Disclosure Form are true and accurate and that the Subcontractor has not made any knowingly false statements in the Form.

<b>Signature for Subcontractor:</b>	
<b>Printed Name/Title:</b>	
<b>Date:</b>	

**Attachment D: Additional Certifications**  
*(Do not return this page with the Bid Proposal.)*

**1. CERTIFICATION OF INDEPENDENCE AND NO CONFLICT OF INTEREST**

By submission of a Bid Proposal, the Bidder certifies (and in the case of a joint proposal, each party thereto certifies) that:

1. The Bid Proposal has been developed independently, without consultation, communication or agreement with any employee or consultant of the Agency who has worked on the development of this RFP, or with any person serving as a member of the evaluation committee;
2. The Bid Proposal has been developed independently, without consultation, communication or agreement with any other Bidder or parties for the purpose of restricting competition;
3. Unless otherwise required by law, the information in the Bid Proposal has not been knowingly disclosed by the Bidder and will not knowingly be disclosed prior to the award of the contract, directly or indirectly, to any other Bidder;
4. No attempt has been made or will be made by the Bidder to induce any other Bidder to submit or not to submit a Bid Proposal for the purpose of restricting competition;
5. No relationship exists or will exist during the contract period between the Bidder and the Agency that interferes with fair competition or is a conflict of interest.
6. The Bidder and any of the Bidder's proposed subcontractors have no other contractual relationships which would create an actual or perceived conflict of interest.

**2. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION -- LOWER TIER COVERED TRANSACTIONS**

By signing and submitting this Bid Proposal, the Bidder is providing the certification set out below:

1. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the Bidder knowingly rendered an erroneous certification, in addition to other remedies available to the federal government the Agency or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
2. The Bidder shall provide immediate written notice to the person to whom this Bid Proposal is submitted if at any time the Bidder learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
3. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principle, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this Proposal is submitted for assistance in obtaining a copy of those regulations.
4. The Bidder agrees by submitting this Proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the Agency or agency with which this transaction originated.
5. The Bidder further agrees by submitting this Proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

6. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. A participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.
7. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
8. Except for transactions authorized under paragraph 4 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the federal government, the Agency or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

### **3. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND/OR VOLUNTARY EXCLUSION--LOWER TIER COVERED TRANSACTIONS**

1. The Bidder certifies, by submission of this Proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
2. Where the Bidder is unable to certify to any of the statements in this certification, such Bidder shall attach an explanation to this Proposal.

### **4. CERTIFICATION OF COMPLIANCE WITH PRO-CHILDREN ACT OF 1994**

By signing and submitting this Bid Proposal, the Bidder is providing the certification set out below:

The Bidder must comply with Public Law 103-227, Part C Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act). This Act requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by federal programs either directly or through State or local governments. Federal programs include grants, cooperative agreements, loans or loan guarantees, and contracts. The law also applies to children's services that are provided in indoor facilities that are constructed, operated, or maintained with such federal funds. The law does not apply to children's services provided in private residences; portions of facilities used for inpatient drug or alcohol treatment; service providers whose sole source of applicable federal funds is Medicare or Medicaid; or facilities (other than clinics) where WIC coupons are redeemed.

The Bidder further agrees that the above language will be included in any subawards that contain provisions for children's services and that all subgrantees shall certify compliance accordingly. Failure to comply with the provisions of this law may result in the imposition of a civil monetary penalty of up to \$1000 per day.

### **5. CERTIFICATION REGARDING DRUG FREE WORKPLACE**

1. **Requirements for Contractors Who are Not Individuals.** If the Bidder is not an individual, by signing and submitting this Bid Proposal the Bidder agrees to provide a drug-free workplace by:
  - a. publishing a statement notifying employees that the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the person's workplace and specifying the actions that will be taken against employees for violations of such prohibition;



- b. establishing a drug-free awareness program to inform employees about:
    - (1) the dangers of drug abuse in the workplace;
    - (2) the person's policy of maintaining a drug-free workplace;
    - (3) any available drug counseling, rehabilitation, and employee assistance programs; and
    - (4) the penalties that may be imposed upon employees for drug abuse violations;
  - c. making it a requirement that each employee to be engaged in the performance of such contract be given a copy of the statement required by subparagraph (a);
  - d. notifying the employee in the statement required by subparagraph (a), that as a condition of employment on such contract, the employee will:
    - (1) abide by the terms of the statement; and
    - (2) notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than 5 days after such conviction;
  - e. notifying the contracting agency within 10 days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction;
  - f. imposing a sanction on, or requiring the satisfactory participation in a drug abuse assistance or rehabilitation program by, any employee who is so convicted, as required by 41 U.S.C. § 703; and
  - g. making a good faith effort to continue to maintain a drug-free workplace through implementation of subparagraphs (a), (b), (c), (d), (e), and (f).
2. **Requirement for Individuals.** If the Bidder is an individual, by signing and submitting this Bid Proposal the Bidder agrees to not engage in the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance in the performance of the contract.
3. **Notification Requirement.** The Bidder shall, within 30 days after receiving notice from an employee of a conviction pursuant to 41 U.S.C. § 701(a)(1)(D)(ii) or 41 U.S.C. § 702(a)(1)(D)(ii):
- a. take appropriate personnel action against such employee up to and including termination; or
  - b. require such employee to satisfactorily participate in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency.

## 6. NON-DISCRIMINATION

The Bidder does not discriminate in its employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, political affiliation, national origin, or handicap.

**Attachment E: Certification and Disclosure Regarding Lobbying Attachment**  
(Return this executed form behind Tab 6 of the Bid Proposal.)

**Instructions:**

Title 45 of the Code of Federal Regulations, Part 93 requires the bidder to include a certification form, and a disclosure form, if required, as part of the bidder's proposal. Award of the federally funded contract from this RFP is a Covered Federal action.

- 1) The bidder shall file with the Agency this certification form, as set forth in Appendix A of 45 CFR Part 93, certifying the bidder, including any subcontractor(s) at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) have not made, and will not make, any payment prohibited under 45 CFR § 93.100.
- 2) The bidder shall file with the Agency a disclosure form, set forth in Appendix B of 45 CFR Part 93, in the event the bidder or subcontractor(s) at any tier (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) has made or has agreed to make any payment using non-appropriated funds, including profits from any covered Federal action, which would be prohibited under 45 CFR § 93.100 if paid for with appropriated funds. All disclosure forms shall be forwarded from tier to tier until received by the bidder and shall be treated as a material representation of fact upon which all receiving tiers shall rely.

**Certification for Contracts, Grants, Loans, and Cooperative Agreements**

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

***Statement for Loan Guarantees and Loan Insurance***

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

Submission of this statement is a pre-requisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 for each such failure.

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I certify that the contents of this certification are true and accurate and that the bidder has not made any knowingly false statements in the Bid Proposal. I am checking the appropriate box below regarding disclosures required in Title 45 of the Code of Federal Regulations, Part 93.

- The bidder is NOT including a disclosure form as referenced in this form's instructions because the bidder is NOT required by law to do so.
- The bidder IS filing a disclosure form with the Agency as referenced in this form's instructions because the bidder IS required by law to do so. If the bidder is filing a disclosure form, place the form immediately behind this in the Proposal.

<b>Signature:</b>	
<b>Printed Name/Title:</b>	
<b>Date:</b>	



### Attachment: Sample Contract

*(These contract terms contained in the Special Terms, General Terms, and Contingent Terms for Services Contracts are not intended to be a complete listing of all contract terms but are provided only to enable Bidders to better evaluate the costs associated with the RFP and the potential resulting contract. Bidders should plan on such terms being included in any contract entered into as a result of this RFP. All costs associated with complying with these terms should be included in the Cost Proposal or any pricing quoted by the Bidder. See RFP Section 3.1 regarding Bidder exceptions to contract language.)*

***This is a sample form. DO NOT complete and return this attachment.***

## CONTRACT DECLARATIONS AND EXECUTION

<b>RFP #</b>	<b>Contract #</b>
NEED RFP NUMBER	<i>{To be completed when contract is drafted.}</i>

<b>Title of Contract</b>
<i>{To be completed when contract is drafted.}</i>

This Contract must be signed by all parties before the Contractor provides any Deliverables. The Agency is not obligated to make payment for any Deliverables provided by or on behalf of the Contractor before the Contract is signed by all parties. This Contract is entered into by the following parties:

<b>Agency of the State (hereafter "Agency")</b>	
<b>Name/Principal Address of Agency:</b> Iowa Department of Human Services 1305 E. Walnut Des Moines, IA 50319-0114	<b>Agency Billing Contact Name / Address:</b> <i>{To be completed when contract is drafted.}</i>
<b>Agency Contract Manager (hereafter "Contract Manager") /Address ("Notice Address"):</b> <i>{To be completed when contract is drafted.}</i>	<b>Agency Contract Owner (hereafter "Contract Owner") / Address:</b> <i>{To be completed when contract is drafted.}</i>

<b>Contractor: (hereafter "Contractor")</b>	
<b>Legal Name:</b> <i>{To be completed when contract is drafted.}</i>	<b>Contractor's Principal Address:</b> <i>{To be completed when contract is drafted.}</i>
<b>Tax ID #:</b> <i>{To be completed when contract is drafted.}</i>	<b>Organized under the laws of:</b> <i>{To be completed when contract is drafted.}</i>
<b>Contractor's Contract Manager Name/Address ("Notice Address"):</b> <i>{To be completed when contract is drafted.}</i>	<b>Contractor's Billing Contact Name/Address:</b> <i>{To be completed when contract is drafted.}</i>

<b>Contract Information</b>	
<b>Start Date:</b> <i>{To be completed when contract is drafted.}</i>	<b>End Date of Base Term of Contract:</b> <b>End Date of Contract:</b> <i>{To be completed when contract is drafted.}</i>
<b>Possible Extension(s):</b> <i>{To be completed when contract is drafted.}</i>	
<b>Contract Contingent on Approval of Another Agency:</b> Yes <b>Which Agency?</b> XXXXXXXX	<b>ISPO Number:</b> NEED NUMBER?
<b>Contract Include Sharing SSA Data?</b> No	<b>DoIT Number:</b> N/A

**Contract Execution**

This Contract consists of this Contract Declarations and Execution Section, the Special Terms, any Special Contract Attachments, the General Terms for Services Contracts, and the Contingent Terms for Service Contracts.

In consideration of the mutual covenants in this Contract and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties have entered into this Contract and have caused their duly authorized representatives to execute this Contract.

## **SECTION 1: SPECIAL TERMS**

### ***1.1 Special Terms Definitions.***

*{To be completed when contract is drafted.}*

### ***1.2 Contract Purpose.***

*{To be completed when contract is drafted.}*

### ***1.3 Scope of Work.***

#### **1.3.1 Deliverables.**

The Contractor shall provide the following:

*{To be completed when contract is drafted.}*

#### **1.3.2 Performance Measures.**

*{To be completed when contract is drafted.}*

#### **1.3.3 Agency Responsibilities.**

#### **1.3.4 Monitoring, Review, and Problem Reporting.**

##### **1.3.4.1 Agency Monitoring Clause.** The Contract Manager or designee will:

- Verify Invoices and supporting documentation itemizing work performed prior to payment;
- Determine compliance with general contract terms, conditions, and requirements; and
- Assess compliance with Deliverables, performance measures, or other associated requirements based on the following:
  - Review completion of Deliverables and reports for completeness and timeliness
  - Review weekly status reports

**1.3.4.2 Agency Review Clause.** The Contract Manager or designee will use the results of monitoring activities and other relevant data to assess the Contractor's overall performance and compliance with the Contract. At a minimum, the Agency will conduct a review semi-annually; however, reviews may occur more frequently at the Agency's discretion. As part of the review(s), the Agency may require the Contractor to provide additional data, may perform on-site reviews, and may consider information from other sources.

The Agency may require one or more meetings to discuss the outcome of a review. Meetings may be held in person. During the review meetings, the parties will discuss the Deliverables that have been provided or are in process under this Contract, achievement of the performance measures, and any concerns identified through the Agency's contract monitoring activities.

**1.3.4.3 Problem Reporting.** As stipulated by the Agency, the Contractor and/or Agency shall provide a report listing any problem or concern encountered. Records of such reports and other related communications issued in writing during the course of Contract performance shall be maintained by the parties. At the next scheduled meeting after a problem has been identified in writing, the party responsible for resolving the problem shall provide a report setting forth activities taken or to be taken to resolve the problem together with the anticipated completion dates of such activities. Any party may recommend alternative courses of action or changes that will facilitate problem resolution. The Contract Owner has final authority to approve problem-resolution activities.

The Agency's acceptance of a problem report shall not relieve the Contractor of any obligation under this Contract or waive any other remedy. The Agency's inability to identify the extent of a problem or the extent of damages incurred because of a problem shall not act as a waiver of performance or damages under this Contract.

**1.3.4.4 Addressing Deficiencies.** To the extent that Deficiencies are identified in the Contractor's performance and notwithstanding other remedies available under this Contract, the Agency may require the Contractor to develop and comply with a plan acceptable to the Agency to resolve the Deficiencies.

**1.3.5 Contract Payment Clause.**

**1.3.5.1 Pricing.** In accordance with the payment terms outlined in this section and the Contractor's completion of the Scope of Work as set forth in this Contract, the Contractor will be compensated as follows:

*{To be completed when contract is drafted.}*

**1.3.5.2 Payment Methodology.**

*{To be completed when contract is drafted.}*

**1.3.5.3 Timeframes for Regular Submission of Initial and Adjusted Invoices.** The Contractor shall submit an Invoice for services rendered in accordance with this Contract. Invoice(s) shall be submitted monthly. Unless a longer timeframe is provided by federal law, and in the absence of the express written consent of the Agency, all Invoices shall be submitted within six months from the last day of the month in which the services were rendered. All adjustments made to Invoices shall be submitted to the Agency within ninety (90) days from the date of the Invoice being adjusted. Invoices shall comply with all applicable rules concerning payment of such claims.

**1.3.5.4 Submission of Invoices at the End of State Fiscal Year.** Notwithstanding the timeframes above, and absent (1) longer timeframes established in federal law or (2) the express written consent of the Agency, the Contractor shall submit all Invoices to the Agency for payment by August 1<sup>st</sup> for all services performed in the preceding state fiscal year (the State fiscal year ends June 30).

**1.3.5.5 Payment of Invoices.** The Agency shall verify the Contractor's performance of the Deliverables and timeliness of Invoices before making payment. The Agency will not pay Invoices that are not considered timely as defined in this Contract. If the Contractor wishes for untimely Invoice(s) to be considered for payment, the Contractor may submit the Invoice(s) in accordance with instructions for the Long Appeal Board Process to the State Appeal Board for consideration. Instructions for this process may be found at:

[http://www.dom.state.ia.us/appeals/general\\_claims.html](http://www.dom.state.ia.us/appeals/general_claims.html).

The Agency shall pay all approved Invoices in arrears and in conformance with Iowa Code 8A.514. The Agency may pay in less than sixty (60) days, but an election to pay in less than sixty (60) days shall not act as an implied waiver of Iowa law.

**1.3.5.6 Reimbursable Expenses.** Unless otherwise agreed to by the parties in an amendment to the Contract that is executed by the parties, the Contractor shall not be entitled to receive any other payment or compensation from the State for any Deliverables provided by or on behalf of the Contractor pursuant to this Contract. The Contractor shall be solely responsible for paying all costs, expenses, and charges it incurs in connection with its performance under this Contract.

**1.3.5.7 Travel Expenses.** If the Contract requires the Agency to reimburse the Contractor for costs associated with transportation, meals, and lodging incurred by the Contractor for travel, such reimbursement shall be limited to travel directly related to the services performed pursuant to this Contract that has been approved in advance by the Agency in writing. Travel-related expenses shall not exceed the maximum reimbursement rates



applicable to employees of the State of Iowa as set forth in the Department of Administrative Services' State Accounting Policy and Procedures Manual, Section 210, <https://das.iowa.gov/state-accounting/sae-policies-procedures-manual> and must be consistent with all Iowa Executive Orders currently in effect. The Contractor agrees to use the most economical means of transportation available and shall comply with all travel policies of the State. The Contractor shall submit original, itemized receipts and any other supporting documentation required by Section 210 and Iowa Executive Orders to substantiate expenses submitted for reimbursement.

#### **1.4 Insurance Coverage.**

The Contractor and any subcontractor shall obtain the following types of insurance for at least the minimum amounts listed below:

<b>Type of Insurance</b>	<b>Limit</b>	<b>Amount</b>
General Liability (including contractual liability) written on occurrence basis	General Aggregate	\$2 Million
	Product/Completed Operations Aggregate	\$1 Million
	Personal Injury	\$1 Million
	Each Occurrence	\$1 Million
Automobile Liability (including any auto, hired autos, and non-owned autos)	Combined Single Limit	\$1 Million
Excess Liability, Umbrella Form	Each Occurrence	\$1 Million
	Aggregate	\$1 Million
Workers' Compensation and Employer Liability	As required by Iowa law	As Required by Iowa law
Property Damage	Each Occurrence	\$1 Million
	Aggregate	\$1 Million
Professional Liability	Each Occurrence	\$2 Million
	Aggregate	\$2 Million

**1.5 Data and Security.** If this Contract involves Confidential Information, the following terms apply:

**1.5.1 Data and Security System Framework.** The Contractor shall comply with either of the following:

- Provide certification of compliance with a minimum of one of the following security frameworks, if the Contractor is storing Confidential Information electronically: NIST SP 800-53, HITRUST version 9, SOC 2, COBIT 5, CSA STAR Level 2 or greater, ISO 27001 or PCI-DSS version 3.2 prior to implementation of the system and again when the certification(s) expire, or
- Provide attestation of a passed information security risk assessment, passed network penetration scans, and passed web application scans (when applicable) prior to implementation of the system and again annually thereafter. For purposes of this section, "passed" means no unresolved high or critical findings.

**1.5.2 Vendor Security Questionnaire.** If not previously provided to the Agency through a procurement process specifically related to this Contract, the Contractor shall provide a fully completed copy of the Agency's Vendor Security Questionnaire (VSQ).

**1.5.3 Cloud Services.** If using cloud services to store Agency Information, the Contractor shall comply with either of the following:

- Provide written designation of FedRAMP authorization with impact level moderate prior to implementation of the system, or
- Provide certification of compliance with a minimum of one of the following security frameworks: HITRUST version 9, SOC 2, COBIT 5, CSA STAR Level 2 or greater or PCI-DSS version 3.2 prior to implementation of the system and again when the certification(s) expire.

**1.5.4 Addressing Concerns.** The Contractor shall timely resolve any outstanding concerns identified by the Agency regarding the Contractor’s submissions required in this section.

**1.6 Reserved. (Labor Standards Provisions.)**

**1.7 Reserved**

**1.8 Incorporation of General and Contingent Terms.**

**1.8.1 General Terms for Service Contracts (“Section 2”).** The version of the General Terms for Services Contracts Section posted to the Agency’s website at <https://dhs.iowa.gov/contract-terms> that is in effect as of the date of last signature in the Contract Declarations and Execution section, or a more current version if agreed to by amendment, is incorporated into the Contract by reference. The General Terms for Service Contracts may be referred to as Section 2.

The contract warranty period (hereafter "Warranty Period") referenced within the General Terms for Services Contracts is as follows: The term of this Contract, including any extensions.

**1.8.2 Contingent Terms for Service Contracts (“Section 3”).** The version of the Contingent Terms for Services Contracts posted to the Agency’s website at <https://dhs.iowa.gov/contract-terms> that is in effect as of the date of last signature in the Contract Declarations and Execution section, or a more current version if agreed to by amendment, is incorporated into the Contract by reference. The Contingent Terms for Service Contracts may be referred to as Section 3.

All of the terms set forth in the Contingent Terms for Service Contracts apply to this Contract unless indicated otherwise in the table below:

<p><b>Contract Payments include Federal Funds? Yes</b>  <i>{The items below will be completed if the Contract includes Federal Funds}</i>  <b>The Contractor for federal reporting purposes under this Contract is a:</b> <i>{To be completed when contract is drafted.}</i>  <b>Office of Child Support Enforcement (“OCSE”) Funded Percentage:</b> <i>{To be completed when contract is drafted.}</i>  <b>Federal Funds Include Food and Nutrition Service (FNS) funds?</b> <i>{To be completed when contract is drafted.}</i>  <b>DUNS #:</b> <i>{To be completed when contract is drafted.}</i>  <b>The Name of the Pass-Through Entity:</b> <i>{To be completed when contract is drafted.}</i>  <b>CFDA #:</b> <i>{To be completed when contract is drafted.}</i>  <b>Grant Name:</b> <i>{To be completed when contract is drafted.}</i>  <b>Federal Awarding Agency Name:</b> <i>{To be completed when contract is drafted.}</i></p>	
<p><b>Contractor a Business Associate? Yes</b></p>	<p><b>Contractor a Qualified Service Organization? No</b></p>
<p><b>Contractor subject to Iowa Code Chapter 8F? Unknown</b></p>	<p><b>Contract Includes Software (modification, design, development, installation, or operation of software on behalf of the Agency)? No</b></p>