

**First Amendment to the
Iowa Department of Human Services
Electronic Access Card for Iowa Child Support Payments Request for Proposal**

This Amendment to RFP Number BOC-22-019 is effective as of December 21, 2021. The RFP is amended as follows:

Revision 1. Section 1.3.3(O)

Section 1.3.3(O) is hereby amended as follows:

Not offset, set-off, or otherwise partially or fully satisfy a debt owed outside of the EAC Account by the Cardholder to the Bidder with funds in the Account. The only exceptions are overdraft amounts and fees assessed to the Account that may be satisfied with future deposits to the Account.

Revision 2. Section 3.1, Bid Proposal Formatting

Section 3.1 in this Amendment hereby replaces Section 3.1 in the RFP, of which the following subsections are revised: *Paper Size, Font, Pagination, and Number of Hard Copies*.

3.1 Bid Proposal Formatting.

| Subject | Specifications |
|---|---|
| Paper Size | 8.5" x 11" paper (one side only). Charts or graphs may be provided on legal-sized paper. <u>11" x 17" foldouts are acceptable.</u> |
| Font | Bid Proposals must be typewritten. The font must be 11 point or larger (excluding charts, graphs, diagrams, <u>cover pages, headers, footers, tables, figure titles/captions</u>). <u>The restatement of Deliverables, as specified in Section 3.2.3, must be in 11 point font.</u> Acceptable fonts include Times New Roman, Calibri and Arial. |
| Pagination | <u>All pages in Proposal Tabs 1-6 may be numbered independently of each other (e.g., Tab 1, pages 1-2; Tab 2, pages 1-3, etc.). The tabs (separators) do not need to be numbered.</u> |
| Bid Proposal General Composition | <ul style="list-style-type: none"> • Technical Proposals submitted in multiple volumes shall be numbered in the following fashion: 1 of 4, 2 of 4, etc. • Bid Proposals must be bound and use tabs to label sections. |
| Envelope Contents and Labeling | <ul style="list-style-type: none"> • Envelopes shall be addressed to the Issuing Officer. • The envelope containing the original Bid Proposal shall be labeled "original" and each envelope containing a copy of the Bid Proposal shall be labeled "copy." Each envelope must be numbered to correspond with the number of copies of Proposals. |
| Number of Hard Copies | <u>Submit one (1) original hard copy of the Proposal. The original hard copy must contain original signatures. Submit one (1) electronic copy of the Proposal on a USB flash drive. See 'USB Flash Drive' for further information on submitting the Proposal electronically.</u> |
| USB Flash Drive | <ul style="list-style-type: none"> • The Technical Proposal must be provided on a USB flash drives. The USB flash drive must be placed in the envelope with the original Bid Proposal. • 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. |
| Request for Confidential | Requests for confidential treatment of any information in a Bid Proposal must meet these specifications: |

**First Amendment to the
Iowa Department of Human Services
Electronic Access Card for Iowa Child Support Payments Request for Proposal**

| Subject | Specifications |
|--|---|
| Treatment | <ul style="list-style-type: none"> • The Bidder will complete the appropriate section of the <i>Primary Bidder Detail & Certification Form</i> 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. • 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. • Pricing information may not be designated as confidential material. However, supporting materials may be marked confidential if consistent with applicable law. • The transmittal letter may not be marked confidential. • 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.” • 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. |
| Exceptions to RFP/Contract Language | <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 <i>Primary Bidder Detail & Certification Form</i>. 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> |

Revision 3. Section 3.2.4.3

Section 3.2.4.3 is hereby amended as follows:

Letters of reference from three (3) of the Bidder’s current 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. The Agency prefers to receive letters of reference; however, if the Bidder is unable to obtain letters of reference, the Bidder may provide a point of contact along with the contact information required above in lieu of a letter of reference. Persons who are currently employed by the Agency are not eligible to be references.

**First Amendment to the
Iowa Department of Human Services
Electronic Access Card for Iowa Child Support Payments Request for Proposal**

Revision 4. Section 4.3, *Proposal Scoring and Evaluation Criteria*

Section 4.3, *Proposal Scoring and Evaluation Criteria, Technical Proposal Components*, in this Amendment hereby replaces the table in the RFP.

| <u>Technical Proposal Components</u> | <u>Weight</u> | <u>Score (0-4)</u> | <u>Potential Maximum Points</u> |
|---|---------------|--------------------|---------------------------------|
| Service Requirements (Section 1.3) | 40 | ----- | 160 |
| Qualifications and Experience (Sections 3.2.4 & 3.2.5) | 40 | ----- | 160 |
| The Card (Section 1.4.1) | 15 | ----- | 60 |
| The Account (Section 1.4.2) | 15 | ----- | 60 |
| Customer Service (Section 1.4.3) | 15 | ----- | 60 |
| Confidentiality (Section 1.4.4) | 15 | ----- | 60 |
| Identity Theft and Fraud Protection (Section 1.4.5) | 15 | ----- | 60 |
| Reports and Forms (Section 1.4.6) | 15 | ----- | 60 |
| Testing Plan (Section 1.4.7) | 10 | ----- | 40 |
| Project Plan (1.4.9) | 10 | ----- | 40 |
| Incoming Transition Plan (Section 1.4.10(A)) | 10 | ----- | 40 |
| Outgoing Transition Plan (Section 1.4.10(B)) | 10 | ----- | 40 |
| Cardholder Fees (Section 1.4.11) | 40 | ----- | 160 |

Total Points Possible for Technical Proposal: 1,000