

REQUEST FOR BIDS

RFB COVER SHEET

Administrative Information:

RFB Number	RFB1822238343	Title of RFB	DOC Release Card Services	
Agency	Iowa Department of Administrative Services (DAS) on behalf of the Iowa Department of Corrections (DOC)			
Initial term of Contract				
Number of years of the initial term of the Contract	1	Number of possible annual extensions	5	
Available to Political Subdivisions?	yes			
State Issuing Officer: Bobbi Pulley Phone: 515-725-2893 E-mail: bobbi.pulley@iowa.gov				
PROCUREMENT TIMETABLE—Event or Action			Date/Time (Central Time)	
State Posts Notice of RFB on TSB website			November 29, 2021	
State Issues RFB			December 1, 2021	
RFB written questions, requests for clarification, and suggested changes from Bidders due			December 10, 2021/2:00 pm	
Bids Due			December 22, 2021/2:00 pm	
Relevant Websites				
Internet website where Addenda to this RFB will be posted http://bidopportunities.iowa.gov				
Internet website where contract terms and conditions are posted https://das.iowa.gov/sites/default/files/procurement/pdf/050116%20terms%20services.pdf https://das.iowa.gov/sites/default/files/procurement/pdf/050116%20terms%20goods.pdf				
Number of Copies of Bids Required to be Submitted: 1 Electronic				
Firm Bid Terms				
The minimum number of days following the deadline for submitting Bids that the Bidder guarantees all Bid terms, including price, will remain firm is 120 Days.				

Section 1 - INTRODUCTION

1.1 Purpose

The purpose of this Request for Bids (RFB) is to solicit bids from qualified Bidders to provide the goods and/or services identified on the RFB cover sheet and described further in Section 4 of this RFB to the Lead Agency and any Participating Agencies identified on the RFB cover sheet. The Lead Agency intends to award a contract(s) beginning and ending on the dates listed on the RFB cover sheet, and the Lead Agency may extend the contract(s) for up to the number of annual extensions identified on the RFB cover sheet at the sole discretion of the Lead Agency. Any contract(s) resulting from the RFB shall not be an exclusive contract.

1.2 Definitions

For the purposes of this RFB and the resulting contract, the following terms shall mean:

“Bid” means the Bidder’s bid submitted in response to the RFB.

“Bidder” or “Contractor” means (as the context requires) either vendors submitting Bids in response to this RFB or the provider of the goods and services under the Resulting Contract.

“Buyer” means the individual state agency or political subdivision making a purchase pursuant to the Resulting Contract.

“Contract” or “Resulting Contract” means the contract(s) entered into with the successful Bidder(s) as described in Section 3.2.2.

“Lead Agency” means the agency is the chief coordinator and issuer of the RFB. The lead agency will also execute the Resulting Contract.

“Participating Agency” or “Participating Agencies” means the agency or agencies that decides to utilize the Resulting Contract.

“Public Entities” means cities, counties, and educational institutions.

“Purchase Instrument” means the documentation issued by the State to the Bidder for a purchase of goods and/or services in accordance with the terms and conditions of the Contract. It may include an identification of the items to be purchased, the delivery date and location, the address where the Bidder should submit the invoices, and any other requirements deemed necessary by the State. Any pre-printed contract terms and conditions included on Bidder’s forms or invoices shall be null and void.

“Responsible Bidder” means a Bidder that has the capability in all respects to perform the requirements of the Resulting Contract. In determining whether a Bidder is a Responsible Bidder, the Lead Agency may consider various factors including, but not limited to, the Bidder’s competence and qualifications to provide the goods or services requested, the Bidder’s integrity and reliability, the past performance of the Bidder relative to the quality of the goods or services

offered by the Bidder, the proposed terms of delivery, and the best interest of the Lead Agency and Participating Agencies.

“Responsive Bid” means a Bid that complies with each of the provisions of this RFB.

“RFB” means this Request for Bids and any addenda hereto.

“State” means the State of Iowa, the state agency identified on the Contract Declarations & Execution Page(s), and all state agencies, boards, and commissions, and any political subdivisions making purchases off of the Resulting Contract as permitted by this RFB.

1.3 Overview of the RFB Process

Bidders will be required to submit their Bid packages electronically. It is the Lead Agency’s intention to evaluate Bids from all Responsible Bidders that submit timely Responsive Bids, and award the contract(s) in accordance with Section 5, Evaluation and Selection.

1.4 Background Information

This RFB is designed to provide Bidders with the information necessary for the preparation of competitive Bids. The RFB process is for the Lead Agency’s and Participating Agencies’ benefit and is intended to provide the Lead Agency with competitive information to assist in the selection process. It is not intended to be comprehensive. Each Bidder is responsible for determining all factors necessary for submission of a comprehensive Bid.

The State of Iowa seeks a vendor that can provide a prepaid debit card (release card) for incarcerated individuals who are released from the Iowa Department of Corrections.

The Iowa Department of Corrections (DOC) is comprised of nine institutions that house approximately eighty-five hundred incarcerated individuals. These nine institutions are as follows: the Anamosa State Penitentiary in Anamosa; the Clarinda Correctional Facility in Clarinda; the Fort Dodge Correctional Facility in Fort Dodge; the Iowa Correctional Institute for Women in Mitchellville; the Iowa Medical and Classification Center in Coralville; the Iowa State Penitentiary in Fort Madison; the Mount Pleasant Correctional Facility in Mount Pleasant; the Newton Correctional Facility in Newton and the North Central Correctional Facility in Rockwell City.

Incarcerated individuals with the DOC have financial accounts and in some cases are eligible for a gate allowance. When an incarcerated individual leaves the system for most release types he/she is issued a release card that will contain the balance of his/her account and any applicable gate allowance.

In FY19, there were 4676 releases that would have qualified for a release card. In FY20 there were 4980 and in FY21 there were 2471.

Section 2 – ADMINISTRATIVE INFORMATION

2.1 Issuing Officer

The Issuing Officer identified in the RFB cover sheet is the sole point of contact regarding the RFB from the date of issuance until selection of the successful Bidder.

2.2 Restriction on Communication

From the issue date of this RFB until announcement of the successful Bidder, Bidders may contact only the Issuing Officer. The Issuing Officer will respond only to electronic questions regarding the procurement process. Questions related to the interpretation of this RFB must be submitted as provided in the solicitation. Oral questions related to the interpretation of this RFB will not be accepted. Bidders may be disqualified if they contact any State employee other than the Issuing Officer about the RFB except that Bidders may contact the State Targeted Small Business Office on issues related to the preference for Targeted Small Businesses.

The Agency assumes no responsibility for oral representations made by its officers or employees unless such representations are confirmed in writing and incorporated into the RFB through an addendum.

2.3 Downloading the RFB from the Internet

The RFB will be posted at <http://bidopportunities.iowa.gov/> and all Addenda will be posted at the website listed on the RFB cover sheet. The Bidder is advised to check the website periodically for Addenda to this RFB, particularly if the Bidder downloaded the RFB from the Internet as the Bidder may not automatically receive Addenda. It is the Bidder's sole responsibility to check daily for Addenda to posted documents.

2.4 Amendment to the RFB

The Agency reserves the right to amend the RFB at any time using an addendum. The Bidder shall acknowledge receipt of all addenda in its Bid.

It is the Bidder's sole responsibility to check daily for addenda to posted documents.

2.5 Bid Amendment and/or Withdrawal

The Bidder may amend or withdraw and resubmit its Bid at any time before the Bids are due. The amendment must be in writing, signed by the Bidder and received by the time set for the receipt of Bids. Electronic mail and faxed amendments will not be accepted. Bidders must notify the Issuing Officer in writing prior to the due date for Bids if they wish to completely withdraw their Bid.

2.6 Submission of Bids

The Agency must receive the Bid before the "Bids Due" date and time listed on the RFB cover sheet. **This is a mandatory specification and will not be waived by the Agency. Any Bid received after this deadline will be rejected and returned unopened to the Respondent.**

Respondent will submit an electronic copy of its Bid through Iowa Vendor Self-Serve (VSS). The link to VSS is: https://vss.iowa.gov/webapp/VSS_ON/AltSelfService

Respondent will need to register regardless of whether it has already done business with the State of Iowa. Click the Register button on the left side of the VSS screen to start the registration process. If you have any issues with registration, please call the helpdesk at 515-281-6614. It is recommended that Respondent's complete the registration process today to ensure Bids can be submitted on the due date.

Bid can be split into several files if the bid exceeds the 10MB threshold. There is no limit on the number of files which can be uploaded. Please make sure the electronic documents submitted contain all of the required signatures.

Bidders must furnish all information necessary to enable the Agency to evaluate the Bid. Bids that fail to meet the requirements of the RFB may be rejected. Oral information provided by the Bidder shall not be considered part of the Bidder's Bid unless it is in writing.

2.7 Bid Opening

The Agency will open Bids after the deadline for submission of Bids has passed. However, the names of Bidders who submitted timely Bids will be publicly available after the Bid opening. See Iowa Code Section 72.3. The announcement of Bidders who timely submitted Bids does not mean that an individual Bid has been deemed technically compliant or accepted for evaluation.

2.8 Costs of Preparing the Bid

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

2.9 Rejection of Bids

The Agency reserves the right to reject any or all Bids, in whole and in part, received in response to this RFB at any time prior to the execution of a written Contract. Issuance of this RFB in no way constitutes a commitment by the Agency to award a Contract. This RFB is designed to provide Bidders with the information necessary to prepare a competitive Bid. This RFB process is for the Agency's benefit and is intended to provide the Agency with competitive information to assist in the selection of a Bidder to provide goods and/or services. It is not intended to be comprehensive and each Bidder is responsible for determining all factors necessary for submission of a comprehensive Bid.

2.10 Disqualification

The Agency will reject outright and will not evaluate Bids if the Bidder fails to deliver the Bid by the due date and time. The Agency may reject outright and may not evaluate Bids for any one of the following reasons:

- The Bidder acknowledges that a requirement of the RFB cannot be met.
- The Bidder's Bid materially changes a requirement of the RFB or the Bid is not compliant with the requirements of the RFB.
- The Bidder's Bid limits the rights of the Agency.
- The Bidder fails to include information necessary to substantiate that it will be able to meet a requirement of the RFB.
- The Bidder fails to timely respond to the Agency's request for information, documents, or references.
- The Bidder fails to include bid security, if required.

- The Bidder fails to include any signature, certification, authorization, stipulation, disclosure or guarantee requested.
- The Bidder presents the information requested by this RFB in a format inconsistent with the instructions of the RFB or otherwise fails to comply with the requirements of the RFB.
- The Bidder initiates unauthorized contact regarding the RFB with state employees.
- The Bidder provides misleading or inaccurate responses.
- The Bidder's Bid is materially unbalanced.
- There is insufficient evidence (including evidence submitted by the Bidder and evidence obtained by the Agency from other sources) to satisfy the Agency that the Bidder is properly responsive and responsible to satisfy the requirements of the RFB.
- The Bidder alters the language in Certification Letter or Authorization to Release Information Letter.
- The Bidder is a "scrutinized company" included on a "scrutinized company list" created by a public fund pursuant to Iowa Code section 12J.3.

2.11 Nonmaterial Variances

The Agency reserves the right to waive or permit cure of nonmaterial variances in the Bid if, in the judgment of the Agency, it is in the Agency's best interest to do so. Nonmaterial variances include minor informalities that do not affect responsiveness, that are merely a matter of form or format, that do not change the relative standing or otherwise prejudice other Bidders, that do not change the meaning or scope of the RFB, or that do not reflect a material change in the requirements of the RFB. In the event the Agency waives or permits cure of nonmaterial variances, such waiver or cure will not modify the RFB requirements or excuse the Bidder from full compliance with RFB specifications or other contract requirements if the Bidder is awarded the contract. The determination of materiality is in the sole discretion of the Agency.

2.12 Reference Checks

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

2.13 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, the qualifications of any subcontractor identified in the Bid, the Bidder's financial stability, past or pending litigation, and other publicly available information.

2.14 Verification of Bid Contents

The content of a Bid submitted by a Bidder is subject to verification. If the Agency in its sole discretion determines that the content is in any way misleading or inaccurate, the Bidder may be disqualified.

2.15 Bid Clarification Process

The Agency reserves the right to contact a Bidder after the submission of Bids for the purpose of clarifying a Bid to ensure mutual understanding. This contact may include written questions, interviews, site visits, a review of past performance if the Bidder has provided goods and/or services to the State or any other political subdivision wherever located, or requests for corrective

pages in the Bidder's Bid. The Agency will not consider information received if the information materially alters the content of the Bid or alters the type of goods and/or services the Bidder is offering to the Agency. An individual authorized to legally bind the Bidder shall sign responses to any request for clarification. Responses shall be submitted to the Agency within the time specified in the Agency's request. Failure to comply with requests for additional information may result in rejection of the Bid as non-compliant.

2.16 Disposition of Bids

All Bids become the property of the Agency and shall not be returned to the Bidder at the conclusion of the selection process, the contents of all Bids will be in the public domain and be available for inspection by interested parties except for information for which Bidder properly requests confidential treatment according to exceptions provided in *Iowa Code Chapter 22* or other applicable law.

2.17 Public Records and Requests for Confidential Treatment

The Agency's release of public records is governed by Iowa Code chapter 22. Bidders are encouraged to familiarize themselves with Chapter 22 before submitting a Bid. The Agency will copy and produce public records upon request as required to comply with Chapter 22 and will treat all information submitted by a Bidder as non-confidential records unless Bidder requests specific parts of the Bid be treated as confidential at the time of the submission as set forth herein **AND the information is confidential under Iowa or other applicable law.**

2.17.1 Form 22 Request for Confidentiality

FORM 22 MUST BE COMPLETED AND INCLUDED WITH BIDDER'S BID. COMPLETION AND SUBMITTAL OF FORM 22 IS REQUIRED WHETHER THE BID DOES OR DOES NOT CONTAIN INFORMATION FOR WHICH CONFIDENTIAL TREATMENT WILL BE REQUESTED. FAILURE TO SUBMIT A COMPLETED FORM 22 WILL RESULT IN THE BID CONSIDERED NON-RESPONSIVE AND NOT EVALUATED.

2.17.2 Confidential Treatment Is Not Requested

A Bidder not requesting confidential treatment of information contained in its Bid shall complete Section I of Form 22 and submit Form 22 with the Bid.

2.17.3 Confidential Treatment of Information is Requested

A Bidder requesting confidential treatment of specific information shall: (1) fully complete Section II of Form 22, (2) conspicuously mark the outside of its Bid as containing confidential information, (3) mark each page upon which the Bidder believes confidential information appears **and CLEARLY IDENTIFY EACH ITEM for which confidential treatment is requested; MARKING A PAGE IN THE PAGE MARGIN IS NOT SUFFICIENT IDENTIFICATION**, and (4) submit a "Public Copy" from which the confidential information has been excised.

Form 22 will not be considered fully complete unless, for each confidentiality request, the Bidder: (1) enumerates the specific grounds in Iowa Code chapter 22 or other applicable law that supports treatment of the material as confidential, (2) justifies why the material should be maintained in confidence, (3) explains why disclosure of the material would not be in the best interest of the public, and (4) sets forth the name, address, telephone, and

e-mail for the person authorized by Bidder to respond to inquiries by the Agency concerning the confidential status of such material.

The Public Copy from which confidential information has been excised is in addition to the number of copies requested in Section 3 of this RFB. The confidential material must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the Bid as possible.

Failure to request information be treated as confidential as specified herein shall relieve Agency and State personnel from any responsibility for maintaining the information in confidence. Bidders may not request confidential treatment with respect to pricing information and transmittal letters. A bidder's request for confidentiality that does not comply with this section or a bidder's request for confidentiality on information or material that cannot be held in confidence as set forth herein are grounds for rejecting bidder's Bid as non-responsive. Requests to maintain an entire Bid as confidential will be rejected as non-responsive.

If Agency receives a request for information that Bidder has marked as confidential and if a judicial or administrative proceeding is initiated to compel the release of such material, Bidder shall, at its sole expense, appear in such action and defend its request for confidentiality. If Bidder fails to do so, Agency may release the information or material with or without providing advance notice to Bidder and with or without affording Bidder the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction. Additionally, if Bidder fails to comply with the request process set forth herein, if Bidder's request for confidentiality is unreasonable, or if Bidder rescinds its request for confidential treatment, Agency may release such information or material with or without providing advance notice to Bidder and with or without affording Bidder the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction.

2.18 Copyrights

By submitting a Bid, the Bidder agrees that the Agency may copy the Bid for purposes of facilitating the evaluation of the Bid or to respond to requests for public records. The Bidder consents to such copying by submitting a Bid and warrants that such copying will 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 Bids.

2.19 Release of Claims

By submitting a Bid, the Bidder agrees that it will 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 in this RFB.

2.20 Bidder Presentations

At the sole discretion of the State, Bidders may be required to make a presentation of the Bid. The presentation may occur at the Agency's offices or at the offices of the Bidder. The determination as to need for presentations, the location, order, and schedule of the presentations is at the sole discretion of the Agency. The presentation may include slides, graphics and other

media selected by the Bidder to illustrate the Bidder's Bid. The presentation shall not materially change the information contained in the Bid.

2.21 Evaluation of Bids Submitted

Bids that are timely submitted and are not subject to disqualification will be reviewed in accordance with the RFB.

2.22 Preference

By virtue of statutory authority, a preference will be given to products and provisions grown and coal produced within the state of Iowa. Preference application: Tied responses to solicitations, regardless of the type of solicitation, are decided in favor of Iowa products and Iowa-based businesses per 11 IAC 117.

2.23 Determination of Responsible Bidder & Responsive Bid

All Bids will be first evaluated to determine if they comply with the bid requirements (i.e. to determine if the Bidder is a Responsible Bidder submitting a Responsive Bid). To be deemed a Responsible Bidder and a Responsive Bid, the Bid must comply with the bid format instructions and answer "Yes" to all parts and include information demonstrating the Bidder will be able to comply with the bid requirements.

2.24 Evaluation Criteria

The Agency will evaluate the Responsive Bids submitted by Responsible Bidders to determine the lowest responsible bidder(s) and will award the Contract(s) to the Bidder(s) submitting the lowest responsible bid(s) based on price.

2.25 Award Notice and Acceptance Period

Notice of Intent to Award the Contract(s) will be sent to all Bidders submitting a timely Bid. Negotiation and execution of the Contract(s) shall be completed no later than thirty (30) days from the date of the Notice of Intent to Award. If the apparent successful Bidder fails to negotiate and deliver an executed contract by that date, the Agency, in its sole discretion, may cancel the award and award the Contract to the remaining Bidder the Agency believes will provide the best value to the State.

2.26 Definition of Contract

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

2.27 Choice of Law and Forum

This RFB and the Contract are to be governed by the laws of the state of Iowa. Changes in applicable laws and rules may affect the award process or the Contract. Bidders are responsible for ascertaining pertinent legal requirements and restrictions. Any and all litigation or actions commenced in connection with this RFB shall be brought in the appropriate Iowa forum.

2.28 Restrictions on Gifts and Activities

Iowa Code Chapter 68B restricts gifts which may be given or received by State employees and requires certain individuals to disclose information concerning their activities with State

government. Bidders are responsible to determine the applicability of Chapter 68B to their activities and to comply with its requirements. In addition, pursuant to Iowa Code Section 722.1, it is a felony offense to bribe or attempt to bribe a public official.

2.29 Appeals

Appeals of the Notice of Intent to Award are governed by the Agency's Bidder appeal process. Bidders may obtain information about the appeal process from the Issuing Officer and at Iowa Administrative Code chapter 11-117.

2.30 Unit Price

If a discrepancy between the unit price and the item total exists, the unit price prevails.

2.31 Price Adjustments to Term Contract(s)

Bid prices shall remain firm the first year of the contract. Price adjustments may be taken into consideration during the contract renewal process. The State reserves the right to accept or reject any proposed price(s) changes. Requested price changes should be submitted to the Iowa Department of Administrative Services – Central Procurement, sixty (60) days prior to the contract anniversary date.

2.32 Registration

The successful Bidder will be required to register to do business in Iowa before payment can be made. For Bidder registration documents, go to:

https://vss.iowa.gov/webapp/VSS_ON/AltSelfService

2.33 Questions and Requests for Clarification

Bidders are invited to submit written questions and requests for clarifications regarding the RFB. The questions and requests for clarifications must be received by the Issuing Officer via email by the date and time listed on the RFB cover sheet. Oral questions will not be permitted. If the questions and requests for clarifications pertain to a specific section of the RFB, the page(s) and section number(s) must be referenced. Written responses to questions and requests for clarifications will be issued in the form of an addendum and posted at <http://bidopportunities.iowa.gov/>.

Section 3 – BID CONTENTS

3.1 Instructions

These instructions prescribe the format and content of the Bid. They are designed to facilitate a uniform review process. Failure to adhere to the Bid format may result in the disqualification of the Bid.

3.1.1 The Bid shall be submitted to the Issuing Officer through the Iowa VSS electronic bidding system. The link to VSS is: https://vss.iowa.gov/webapp/VSS_ON/AltSelfService

3.1.2 One (1) electronic copy of the Bid shall be timely submitted to the Issuing Officer.

3.1.3 If the Bidder designates any information in its Bid as confidential pursuant to Section 2.21, the Bidder must also submit one (1) copy of the Bid from which confidential information has been excised as provided in Section 2.21.

3.1.4 Bids shall not contain promotional or display materials.

3.1.5 Attachments shall be referenced in the Bid.

3.1.6 If a Bidder proposes more than one method of meeting these requirements, each shall be labeled and submitted separately. Each will be evaluated separately.

3.2 Bid Contents

The Bidder shall sign and submit with the Bid, the documents included as Attachment #1 (Form of Bid) Attachment #2 (Cost Worksheet), Attachment #3 (Certification Letter), Attachment #4 (Authorization to Release Information Letter), Attachment #5 (Exceptions Form, if applicable), and Attachment #6 (Form 22).

Section 4 – SPECIFICATIONS

Overview

The successful Bidder shall provide the goods and/or services to the Lead Agency and to Buyers issuing Purchase Instruments against the Resulting Contract in accordance with the technical specifications defined in this Section. All items listed in this Section are Requirements. A successful Bidder must be able to satisfy all these requirements to be deemed a Responsible Bidder. By indicating “yes” in response to Form of Bid 4., a Bidder agrees that it shall comply with the requirements in this Section throughout the full term of the Resulting Contract, if the Bidder is successful.

4.1 Fees

- 4.1.1** Cost proposal fee structure should include an issuance charge expense to the DOC of \$5.00.
- 4.1.2** There must be no cost to Cardholder for initial release card issuance. After release card issuance, DOC prefers the Cardholder have little if any fees passed to them.
- 4.1.3** DOC must have the ability to load additional funds on to the card a minimum of one time.
- 4.1.4** DOC must not have any responsibility or obligation for any direct or third-party costs or liabilities incurred by the Bidder due to the actions of a Cardholder.
- 4.1.5** The Selected Bidder must not charge any cost or fee to Cardholders that are not included in its Bid.
- 4.1.6** DOC requires vendor charge no monthly maintenance fees the first month.

4.2 Service Requirements

- 4.2.1** The Bidder must perform the following services:
 - Provide a dedicated relationship manager.
 - Provide a web-based application with reporting capabilities.
 - Provide inventory management of release cards.
- 4.2.2** The Bidder's system must interface with DOC's ICON banking system managed by Advanced Technology Group so that cards are loaded and activated within the system and funds are immediately available to the Cardholder.
- 4.2.3** The Bidder must be responsible for providing DOC with an inventory of release cards and using activity to automatically replace that inventory.
- 4.2.4** Each Cardholder Account must be FDIC or NCUSIF insured. Bidder shall provide evidence of certification and/or membership and compliance with FDIC or NCUSIF rules and regulations.
- 4.2.5** Bidder must provide proof of ability to use the Electronic Funds Transfer (EFT) network

to transfer funds to individual Cardholder Accounts.

- 4.2.6** The release card must be compatible with an operating ATM network, and allow for withdrawal of cash through a normal ATM transaction in Iowa, nationally and internationally.
- 4.2.7** Bidders must be affiliated with either VISA or MasterCard and be EFT capable using NACHA standards.
- 4.2.8** The Bidder must not deny any Claimant referred by DOC for participation in the Program unless required by state or federal law or regulations, or required or requested by DOC.
- 4.2.9** The Bidder must implement a reconciliation process or report that coincides with the ACH from the DOC banking account
- 4.2.10** The release card must have no line of credit. Neither the Cardholder, nor any other entities not authorized by DOC, shall be able to make deposits or add value to the release card Account, with the exception of merchants making refunds.
- 4.2.11** Bidders must not allow Cardholders' release card Accounts to be subject to garnishments to the extent provided by law.
- 4.2.12** Bidder will not offset, setoff, or otherwise partially or fully satisfy a debt owed by the cardholder to the respondent with funds in the release card account. The only exception is overdrafts from the release card account which may be satisfied with future deposits in the release card account.
- 4.2.13** The Bidder must deactivate an Account when notified by DOC. The Selected Bidder and DOC will jointly develop processes and procedures for deactivating and reactivating Accounts.
- 4.2.14** The Bidder must accept reversals from DOC for any credit entries made in error to a Cardholder Account, consistent with NACHA regulations.
- 4.2.15** The Bidder must provide a means for the Cardholder to withdraw funds to a zero balance.
- 4.2.16** Bidder must provide Cardholders with POS retail debit transactions at any participating merchant in Iowa, nationally, and internationally.
- 4.2.17** The Bidder must provide full customer support services for the Program, and must provide such services both in English and Spanish. Bidder's IVR System and website must be available seven (7) days a week, twenty-four (24) hours per day, except for a reasonable time for routine maintenance. Bidder's live CSR's shall be available seven (7) days a week, ten (10) hours per day.
- 4.2.18** At a minimum, Bidder must provide all marketing and instructional materials for

Claimants in English and Spanish. DOC shall have the right to approve all marketing materials in advance.

- 4.2.19** Bidder must provide training to DOC staff on the use of reports, online screens, and marketing materials. DOC shall have the right to approve all training materials and approaches in advance of training delivery.
- 4.2.20** Bidder must keep all Cardholder personal and account information created as a result of any Contract resulting from this RFB confidential and shall not disclose, sell or otherwise share with any other entity not associated with the Contract, or for any purpose other than Bidder's performance of the Contract, unless required by law. In addition, the Bidder may not use Cardholder personal or account information to solicit other business. The Selected Bidder will be required to execute an agreement regarding the non-disclosure and confidentiality of Cardholder personal and account information.
- 4.2.21** The Bidder must allow the Cardholder to choose, or change, his PIN under the following circumstances:
- After initial release card issuance.
 - When a release card is lost or stolen.
 - If a Cardholder forgets his PIN.
 - If the PIN is compromised.
 - In addition, explain alternative methods of PIN selection, if available.
- 4.2.22** Use of backup tapes and restoration of both data and telephone connectivity. Hardware replacement or restoration needs are assessed at the time of the disaster and appropriate measures are taken to ensure that functional hardware is available and installed within the designated recovery time frame provided by Bidder. Full volume backups of all servers must be made daily. Full volume backups must be securely transported and securely stored off-site. Backup tapes must be transferred daily to the Bidder's off-site facility with the appropriate environmental and security controls for media storage.
- 4.2.23** The Bidders shall have a data archival and retrieval process. The Selected Bidder shall be required to retain records including but not limited to, financial records, supporting documents, statistical records, any other records, papers, logs, audit trail or books related to this RFB and any resulting Contract for a period of five (5) years after the expiration of the Contract, or until DOC or interested government agencies are satisfied that all audit and litigation matters are resolved, whichever period is longer. The Selected Bidder may be requested to produce records or provide testimony as a keeper of records pursuant to a valid subpoena or court order. The Selected Bidder shall immediately notify DOC's UI Legal Counsel of any subpoena or court order directing the release of information and shall consult with DOC prior to releasing such information.
- 4.2.24** The Bidder must have a zero-liability policy to the Cardholders for fraudulent card use at no cost to the Cardholder.
- 4.2.25** Any Program-related information or material that Bidder makes available to the public

via Internet must be approved by DOC prior to release and must comply with the State's accessibility standards.

Such information is available at:

http://das.ite.iowa.gov/standards/enterprise_it/index.html.

4.2.26 The Bidder must define the following terms and processes:

- Inactive Account
- Frozen Account
- Cancelled account
- Active Account
- Closed Account
- All other Account terminology and processes

4.2.27 Reports must be delivered to DOC electronically in a format approved by DOC through a secure Internet connection. Reports must be delivered at prescribed intervals such as daily, weekly and or monthly.

4.2.28 All services offered by Bidder's release card customer service center must be accessible by touch-tone, pulse, rotary dial and wireless telephones.

4.2.29 The Bidder must monitor calls to ensure quality customer service to Cardholders.

4.2.30 The Bidder must provide Customer Service Representatives (CSR) who are available as opposed to Interactive Voice Response (IVR) technology. Continuous CSR availability is preferred.

4.2.31 The Bidder must make the customer service center(s) and/or operating/processing facility(s) accessible for visits from DOC staff.

4.3 Notifications

4.3.1 The Bidder must notify DOC 90 days in advance of changes in policy and procedures which may affect this RFB, resulting Contract or Cardholder. No such changes can violate the terms of this RFB or resulting Contract.

4.3.2 Bidder must follow all State of Iowa laws concerning unclaimed property in the event of the following:

- The Cardholder fails to activate his release card within six (6) months after issuance.
- Monies remain in an activated Account with no activity on the Account for twelve (12) months.

4.3.3 Bidder must notify DOC within 24 hours of any event or situation that could reasonably be expected to adversely affect the payment processing.

4.3.4 Bidder must notify DOC within four (4) hours of any failure in the payment processing operation lasting four (4) hours or more. This includes any failure of depositing funds

into Cardholders' accounts and the Cardholders' ability to use funds in the accounts.

4.4 Disaster Recovery

4.4.1 The Bidder must have a plan for business continuation and/or recovery as a result of disaster.

4.4.2 The Bidder must ensure that in the event of a major disaster the following occurs:

4.4.2.1 The quick recovery of critical systems. Telephone and fax lines are available for customer use within 24 hours, and all business functions are returned to full service within five (5) business days. Potential alternate facilities (hot-sites) must be identified in advance. The chosen alternate facility is identified at the time a disaster is declared. The hot-site location choice is based upon the scope and impact of the disaster.

4.4.2.2 The transfer of business functions to an alternate processing facility.

4.4.2.3 Effective communication efforts during disaster recovery. All DOC contacts, members of each of the disaster recovery plan teams, all customer service center site employees, and other appropriate Respondent staff must be kept up-to-date during the recovery. The Respondent must provide information about the following:

- How to contact Respondent staff during the recovery
- When services will be reestablished
- Any decision to locate to alternate facilities

4.5 Implementation

Upon award of a Contract for services the DOC shall negotiate an implementation schedule with the Selected Bidder.

4.6 Training

Contractor must provide general user training and administrator training.

4.7 Administrative Fee - In addition to the approved discounts or prices specified in the Contract herein, the Bidder shall pay to the Agency a 1.00% Administrative Fee on all sales made against this Contract. The fee shall be paid quarterly to the Iowa Department of Administrative Services, Central Procurement; Attn: Chief Operating Officer, Level 3, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319-0105.

Section 5 - EVALUATION AND SELECTION

5.1 Introduction

This section describes the evaluation process that will be used to determine which Bid(s) provide the lowest cost to the Lead Agency and Participating Agencies.

5.2 Determination of Responsible Bidder & Responsive Bid

All Bids will be first evaluated to determine if they comply with the Requirements described in *Section 4* (i.e. to determine if they the Bidder is a Responsible Bidder submitting a Responsive Bid). To be deemed a Responsible Bidder and a Responsive Bid, the Bid must comply with the bid format instructions and answer "Yes" to Form of Bid 4.

5.3 Preferences

5.3.1 Preference to Iowa Products and Services

In accordance with the provisions of Iowa Code § 73.1 a preference will be given to products and provisions grown and coal produced within the State of Iowa, when they are found in marketable quantities in the State and are of a quality reasonably suited to the purpose intended, and can be secured without additional cost over foreign products or products of other states. Preferences required by applicable statute or rule shall also be applied, where appropriate.

5.3.2 Tied Bid

Whenever a tie involves an Iowa Bidder and a Bidder outside the state of Iowa, the Iowa Bidder will receive preference. Whenever a tie involves one or more Iowa Bidders and one or more Bidders outside the state of Iowa, the drawing will be held among the Iowa Bidders only. Tied bids involving Iowa-produced or Iowa-manufactured products and items produced or manufactured outside the state of Iowa will be resolved in favor of the Iowa product.

In the event of a tied bid between Iowa Bidders, the department shall contact the Iowa Employer Support of the Guard and Reserve (ESGR) committee for confirmation and verification as to whether the Bidders have complied with ESGR standards. Preference, in the case of a tied bid, shall be given to Iowa Bidders complying with ESGR standards.

An award shall be determined by a drawing when responses are received that are equal in all respects and tied in price. Whenever it is practical to do so, the drawing will be held in the presence of the Bidders who are tied in price. Otherwise the drawing will be made in front of at least three non-interested parties. All drawings shall be documented.

5.4 Evaluation Criteria

The Lead Agency will evaluate the Responsive Bids submitted by Responsible Bidders to determine the lowest responsible bidder(s) and will award the Contract(s) to the Bidder(s) submitting the lowest responsible bid(s) based on price.

Attachment #1
Form of Bid

Bidder is to complete the following. Fill out items with blanks. Indicate "yes" or "no" on items requesting agreement. If a "no" response is indicated, exception must be noted on Attachment #5.

1. Bidder Information

Business Name: _____

Official Address: _____

Firm's State or Foreign Country of Residence: _____

Sales contact: _____

Telephone Number: _____

Email: _____

2. Contract Terms and Conditions

The contract(s) that the Lead Agency expects to award as a result of this RFB will be based upon the final Bid submitted by the successful Bidder and the RFB. The contract between the Lead Agency and the successful Bidder shall be a combination of the specifications, terms and conditions of the RFB, the contract terms and conditions contained at the web-address indicated on the RFB cover sheet, the offer of the Bidder contained in the final Bid submitted by the Bidder, written clarifications or changes made in accordance with the provisions of the RFB, and any other terms deemed necessary by the Lead Agency, except that no objection or amendment by a Bidder to the RFB requirements shall be incorporated by reference into the Contract unless the Lead Agency has explicitly accepted the Bidder's objection or amendment in writing.

The contract terms and conditions contained at the web-address indicated on the RFB cover sheet will be incorporated into the resulting contract. The contract terms and conditions may be supplemented at the time of contract execution and are provided to enable Bidders to better evaluate the costs associated with the RFB and the potential resulting contract. Bidders should plan on the contract terms and conditions contained at the web-address indicated on the RFB cover sheet being included in any contract awarded as a result of this RFB. All costs associated with complying with these requirements should be included in any pricing quoted by the Bidder.

If Bidders have questions, requests for clarification, or exceptions regarding any term, condition, or other component within this RFB (including proposed alternate language), such shall be submitted as questions or requests for clarification in accordance with Section 2.33. If the Agency determines that any changes will be made resulting from the questions asked, the Agency will communicate such changes in an RFB addendum. The Agency may also elect to

engage in post-contract negotiations and amendments of specific provisions of the Contract that have been addressed during the question and answer period. Other than through this process, the Agency rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Bidder's bid. This applies to any language appearing in or attached to Bidder's bid that purports to vary any terms and conditions or instructions herein or to render the bid non-binding or subject to further negotiation. Bidder's bid shall constitute a firm offer. By submitting a Bid, each Bidder acknowledges its acceptance of the solicitation terms and conditions without change.

Bidder has read and agrees to this section:

Yes

☐

No

☐

3. Terms of Pcard Acceptance

The State of Iowa prefers to pay Bidders using its Purchasing Card Program (Pcard) whenever possible. Bidders accepting Pcard payments shall comply with the following security measures:

- Bidder shall comply with the most current Payment Card Industry Data Security Standards (PCI DSS) to assure confidential card information is not compromised;
- Bidder shall adhere to Fair and Accurate Credit Transactions Act requirements that limit the amount of consumer and account information shared for greater security protection;
- When accepting orders online, Bidder shall ensure Internet orders are processed via secure websites, featuring Verisign, TRUSTe, BBBOnline, or "https" in the web address;
- When accepting orders by phone, Bidder shall send itemized receipts (excluding card numbers) to the cardholder by fax, email, or mail (with delivery);
- Bidder shall process payment for items when an order is placed only for items currently in stock and available for shipment, and only for services already rendered;
- Bidder shall confirm that the name of purchaser matches the name on the card;
- Bidder shall shred any documentation with credit card numbers.

For additional information, see the [State of Iowa Purchasing Card Policy and Procedures Manual](#), or visit the [State Pcard website](#).

Bidder has read and agrees to this section:

Yes

☐

No

☐

4. Specifications

Bidder is able to provide specifications as specified in Section 4. By indicating "yes", a Bidder agrees that it shall comply with those requirements throughout the full term of the resulting Contract, if the Bidder is successful.

Bidder has read and agrees to this section:

Yes

☐

No

☐

5. Bidder Experience

The Bidder must provide the following information regarding its experience:

- Number of years in business
- Number of years of experience with providing the types of goods and/or services sought by the solicitation.
- Describe the level of technical experience in providing the types of goods and/or services sought by the solicitation.
- List all goods and/or services similar to those sought by this solicitation that the Bidder has provided to other businesses or governmental entities.

6. Terminations, Litigation, Debarment

The Bidder must provide the following information:

- During the last five (5) years, has the Bidder had a contract for goods and/or services terminated for any reason? If so, provide full details related to the termination.
- During the last five (5) years, describe any damages or penalties or settlements to resolve disputes entered into by Bidder under any of its existing or past contracts as it relates to goods and/or services performed that are similar to the goods and/or services contemplated by this RFB. If so, indicate the reason for the penalty or exchange of property, goods, or services and the estimated amount of the cost of that incident to the Bidder.
- During the last five (5) years, describe any order, judgment or decree of any Federal or State authority barring, suspending or otherwise limiting the right of the Bidder to engage in any business, practice or activity.
- During the last five (5) years, list and summarize all litigation or threatened litigation, administrative or regulatory proceedings, or similar matters to which the Bidder or its officers have been a party.
- The Bidder must also state whether it or any owners, officers, or primary partners have ever been convicted of a felony. Failure to disclose these matters may result in rejection of the Bid or termination of any subsequent Contract.
- This is a continuing disclosure requirement. Any such matter commencing after submission of a Bid, and with respect to the successful Bidder after the execution of a Contract, must be disclosed in a timely manner in a written statement to the Agency.

7. Bidder References

The Bidder shall provide the following general background information: References from three (3) previous customers or clients knowledgeable of the Bidder's performance in providing goods and/or services similar to the goods and/or services described in this solicitation and a contact person and telephone number for each reference. Please attach a document with the required information.

8. Preference

The Bidder shall provide the following general background information: For an out-of-state Bidder, Bidder certifies the Resident Preference given by the State or Foreign Country of Bidder's residence. Enter the resident preference in the text box or indicate no preference.

Bidder's state has a preference law:

Yes

☐

No

☐

9. Open Competition

Where, in these specifications, reference is made to materials, trade names, or articles of certain manufacture, it is done for the purpose of establishing a base of comparative quality type, and style and not for the purpose of limiting competition. Other materials or brands may be accepted if, in the opinion of the State of Iowa, they are equal in quality and of a design in harmony with the intent of these specifications. Samples WILL or MAY be requested to determine acceptance.

Bidder has read and agrees to this section:

Yes

☐

No

☐

10. Silence of Specification

The apparent silence of these specifications as to any details or the omission from it of a detail description concerning any point shall be interpreted as meaning that only the best commercial practices are to prevail, and that only materials and/or workmanship of finest quality shall be used.

Bidder has read and agrees to this section:

Yes

☐

No

☐

11. FOB Destination, Freight Prepaid

Bidder has read and agrees to this section:

Yes

☐

No

☐

12. Criminal History and Background Information

The Bidder hereby explicitly authorizes the Agency to conduct criminal history and/or other background investigation(s) of the Bidder, its officers, directors, shareholders, or partners and managerial and supervisory personnel retained by the Bidder for the performance of the Contract.

Bidder has read and agrees to this section:

Yes

☐

No

☐

13. Insurance

The Contract will require the successful Bidder to maintain insurance coverage(s) in accordance with the contractual provisions. Bidder shall, at its sole expense, maintain in full force and effect, with insurance companies admitted to do business in the State of Iowa and acceptable to the Agency, insurance covering its work of the type and in amounts required by this Contract. Bidder's insurance shall, among other things, insure against any loss or damage resulting from or related to Bidder's performance of this Contract regardless of the date the claim is filed or expiration of the policy. All insurance policies required by this Contract shall: (i) be subject to the approval of the Agency; (ii) remain in full force and effect for the entire term of this Contract; and (iii) not be canceled, reduced or changed without the Agency's prior written consent. The State of Iowa and Agency shall be named as additional insureds on all such policies, and all such policies shall include the following endorsement: "It is hereby agreed and understood that the State of Iowa and the

Agency are named as additional insured, and that the coverage afforded to the State of Iowa and the Agency under this policy shall be primary insurance. If the State of Iowa or the Agency have other insurance which is applicable to a loss, such other insurance shall be on an excess, secondary or contingent basis. The amount of the insurer's liability under this policy shall not be reduced by the existence of such other insurance." Unless otherwise requested by the Agency, Bidder shall cause to be issued insurance policies with the coverages set forth below:

Type of Insurance	Limit	Amount
General Liability (including contractual liability) written on an occurrence basis	General Aggregate	\$2 million
	Products –	
	Comp/Op Aggregate	\$1 Million
	Personal injury Each Occurrence	\$1 Million \$1 Million
Automobile Liability (including contractual liability) written on an occurrence basis	Combined single limit	\$1 Million
Excess Liability, umbrella form	Each Occurrence	\$1 Million
	Aggregate	\$1 Million
Errors and Omissions Insurance	Each Occurrence	\$1 Million
Property Damage	Each Occurrence	\$1 Million
	Aggregate	\$1 Million
Workers Compensation and Employer Liability	As Required by Iowa law	As required by Iowa law

13.1 Certificates of Coverage

At the time of execution of this Contract, Bidder shall deliver to the Agency certificates of insurance certifying the types and the amounts of coverage, certifying that said insurance is in force before the Bidder starts work, certifying that said insurance applies to, among other things, the work, activities, products and liability of the Bidder related to this Contract, certifying that the State of Iowa and the Agency are named as additional insureds on the policies of insurance by endorsement as required herein, and certifying that no cancellation or modification of the insurance will be made without at least thirty (30) days prior written notice to the Agency. All certificates of insurance shall be subject to approval by the Agency. The Bidder shall simultaneously with the delivery of the certificates deliver to the Agency one duplicate original of each insurance policy. Liability of Bidder Acceptance of the insurance certificates by the Agency shall not act to relieve Bidder of any obligation under this Contract. It shall be the responsibility of Bidder to keep the respective insurance policies and coverages current and in force during the life of this Contract. Bidder shall be responsible for all premiums, deductibles and for any inadequacy, absence or limitation of coverage, and the Bidder shall have no claim or other recourse against the State or the Agency for any costs or loss attributable to any of the foregoing, all of which shall be borne solely by the Bidder. Notwithstanding any other provision of this Contract, Bidder shall be fully responsible and liable for meeting and fulfilling all of its obligations. Acceptance of the insurance certificates by the Department shall not act to relieve Bidder of any obligation under this Contract. Bidder shall be responsible for all premiums, deductibles and for any inadequacy, absence or limitation

of coverage, and the Bidder shall have no claim or other recourse against the State or the Department for any costs or loss attributable to any of the foregoing, all of which shall be borne solely by the Bidder.

13.2 Waiver of Subrogation Rights

Bidder shall obtain a waiver of any subrogation rights that any of its insurance carriers might have against the Agency or the State. The waiver of subrogation rights shall be indicated on the certificates of insurance coverage supplied to the Agency. Filing of Claims In the event either the Agency or the State suffers a loss and is unable to file a claim under any policy of insurance required under this Contract, the Bidder shall, at the Agency's request, immediately file a proper claim under such policy. Bidder will provide the Agency with proof of filing of any such claim and keep the Agency fully informed about the status of the claim. In addition, Bidder agrees to use its best efforts to pursue any such claim, to provide information and documentation requested by any insurer providing insurance required hereunder and to cooperate with the Agency and the State. Bidder shall pay to the Agency and the State any insurance proceeds or payments in receives in connection with any such claim immediately upon Bidder's receipt of such proceeds or payments.

13.3 Proceeds

In the event the Agency or the State suffers a loss that may be covered under any of the insurance policies required, neither the Bidder nor any subsidiary or affiliate thereof shall have any right to receive or recover any payments or proceeds that may be made or payable under such policies until the Agency and/or the State have fully recovered any losses, damages or expenses sustained or incurred by it (subject to applicable policy limits), and Bidder hereby assigns to the Agency and the State all of its rights in and to any and all payments and proceeds that may be made or payable under each policy of insurance required under this Contract.

Bidder has read and agrees to this section:

Yes ☐

No ☐

14. Firm Contract Pricing

Any contract that results from this bid will have firm pricing for one year. Requests for increase must be submitted

Bidder has read and agrees to this section:

Yes ☐

No ☐

15. Invoicing

All invoicing will be submitted to the attention of "Accounts Payable" and addressed to the facility receiving the goods or services. The State shall pay the Contractor monthly, within the period of time provided for by applicable State statute, after receipt of the Contractor's invoice for the goods and/or services supplied by the Contractor in the prior calendar month. The invoice will be itemized with a description goods or services provided that corresponds directly to a line item on the Contractual Agreement or Master Agreement that results from this RFB. Each line should also list the quantity, unit of measure, price per unit of measure, line item totals and invoice total. The remit to address on the invoice must match the remit to address that was submitted with registration to do business with the State of Iowa. Payment terms on the invoice must match the payment terms agreed to in the RFB bid submission.

Bidder has read and agrees to this section:

Yes

☐

No

☐

16. Best and Final Offers

The Issuing officer reserves the right to conduct discussions with Bidders for obtaining “best and final offers.” To obtain best and final offers from Bidders, the Issuing Officer may do one or more of the following: enter into pre-selection negotiations, including the use of an on-line auction; schedule oral presentations; and request revised Bids.

Bidder has read and agrees to this section:

Yes

☐

No

☐

17. Adjustments in Pricing

Adjustments in pricing shall be at the discretion of the Issuing Officer.

- Original pricing shall remain firm and fixed for at least 365 calendar days after the effective date of the contract.
- Be the result of increases at the manufacturer’s level, incurred after contract commencement date.
- Not produce a higher profit margin than that on the original contract.
- Clearly identify the items impacted by the increase.
- Be filed with State Procurement Coordinator a minimum of 60 calendar days before the effective date of proposed increase.
- Be accompanied by documentation acceptable to the State Procurement Coordinator sufficient to warrant the increase.
- The Adjustment shall remain firm and fixed for at least 365 days after the effective date of the adjustment.
- Must not deviate from the contract pricing scheme/methodology.
- During the contract period, any price declines at the manufacturer’s level or cost reductions to Contractor shall be reflected in a reduction of the contract price retroactive to Contractor's effective date.
- During the term of this contract, should the Contractor enter into pricing agreements with other customers providing greater benefits or lower pricing, Contractor shall immediately amend the State contract to provide similar pricing to the State if the contract with other customers offers similar usage quantities, and similar conditions impacting pricing. Contractor shall immediately notify the State Procurement Coordinator of any such contracts entered into by Contractor.

Bidder has read and agrees to this section:

Yes

☐

No

☐

18. Cost

The Bidder shall provide its Bid for the proposed goods and services on **Attachment #2 - Cost Worksheet**.

18.1 Payment Terms

Per Iowa Code § 8A.514 the State of Iowa is allowed sixty (60) days to pay an invoice submitted by a Bidder.

What discount will you give for payment in 15 days? _____

What discount will you give for payment in 30 days? _____

Bidder has read and agrees to this section:

Yes

☐

No

☐

18.2 Pricing

Pricing must include all delivery, packaging and administrative costs including, but not limited to, any US import charges associated with the product. There shall be no minimum order quantities or total order amount required from the agency, by the respondent. All bid pricing must be rounded to the nearest hundredth (0.00), US currency.

Bidder has read and agrees to this section:

Yes

☐

No

☐

18.3 Pricing Restrictions

Pricing restrictions shall be disclosed at the time of bid. Bidders with pricing restrictions will be taken into consideration for minimum order quantities or total order amount required from the ordering agency.

Bidder has read and agrees to this section:

Yes

☐

No

☐

19. Signature

An individual authorized to legally bind the Bidder shall below.

Signature (required)

Title

Date

Attachment #2 Cost Worksheet

PROPOSED RATES FOR DOC RELEASE CARD SERVICES	
<i>Enter Bidder Name and fee amounts based on the requirements listed in Section 4 Scope of Work</i>	
Bidder Name: _____	
Card Fee Description	Fee Amount (\$)
Account Enrollment and Maintenance - Paid by DOC	\$5.00
Pos Transactions Fee	\$ _____
Pos Declines Fee	\$ _____
Bidder Domestic ATM Fees (First Withdrawal)	\$ _____
Bidder Domestic ATM Fees (After First Withdrawal)	\$ _____
Non-Bidder Domestic ATM Fees (First Withdrawal)	\$ _____
Non-Bidder Domestic ATM Fees (Subsequent Withdrawal)	\$ _____
Cash Out at Member Financial Institution Fee	\$ _____
Cash Back Option with POS Purchase Fee	\$ _____
Card to Bank Funds Transfer Fee	\$ _____
ATM Account Inquiry Fee	\$ _____
ATM Decline Fee	\$ _____
International ATM Fees	\$ _____
PIN Change Fee	\$ _____
Monthly Paper Statement Fee	\$ _____
PIN Change Fee	\$ _____
Replacement of Lost or Stolen Card Fee	\$ _____
Inactivity Fee (Bidder: list # of days of no activity _____)	\$ _____
Account Closure Fee/ Request for Balance by Check	\$ _____

All prices are quoted pursuant to the terms and conditions of this RFB. Bidder's Cost Worksheet shall include an all-inclusive, itemized, total cost in U.S. Dollars (including all travel, expenses, etc. in prices) for the proposed services. All pricing to be FOB Destination, freight cost, and all expenses included; and based on Net 60 Days Payment Terms. The Respondent must provide all release card Cardholder costs, fees, and other offerings including the timing and circumstances under which release each Cardholder cost and fee is assessed, including but not limited to the following below.

- **DOC will pay a \$5.00 fee for card issuance.** Based on the \$5.00 card issuance fee paid by the DOC the vendor must provide what the fees be (if any) to the cardholder.
- Account Enrollment and Maintenance. Initial Card Issuance –\$5.00 invoiced (itemized by facility) to and payable by the DOC Monthly Account Maintenance
- Point of Sale Transactions. Point of Sale Transaction – Signature based Point of Sale Transaction – PIN based
- Cash Withdrawal Transactions. Respondent ATM, Non-Respondent ATM, Respondent Teller based, and Non-Respondent Teller based withdrawals, cash back at POS transaction.
- Customer Service and Miscellaneous Fees.
 - Unlimited Web-based Account Access
 - Unlimited VRU-based Account Access
 - Live Representative Account Access
 - ATM Balance Inquiries
 - Monthly Paper Statement
 - Account Overdraft Monthly Inactivity
 - Standard Card Replacement Emergency Card Replacement
 - Declined ATM Transactions
 - Account Closing Transactions

**Attachment #3
Certification Letter**

(Date) _____

Bobbi Pulley, Issuing Officer
Iowa Department of Administrative Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

Re: RFB1822238343 - DOC Release Card Services- BID CERTIFICATIONS

Dear Bobbi Pulley:

I certify that the contents of the Bid submitted on behalf of **(Name of Bidder)** in response to **Iowa Department of Administrative Services** for RFB1822238343 - DOC Release Card Services and are true and accurate. I also certify that Bidder has not knowingly made any false statements in its Bid.

Certification of Independence

I certify that I am a representative of Bidder expressly authorized to make the following certifications on behalf of Bidder. By submitting a Bid in response to the RFB, I certify on behalf of the Bidder the following:

1. The Bid has been developed independently, without consultation, communication or agreement with any employee or consultant to the Agency or with any person serving as a member of the evaluation committee.
2. The Bid 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 found in the Bid has not been and will not be knowingly disclosed, directly or indirectly prior to Agency's issuance of the Notice of Intent to Award the contract.
4. No attempt has been made or will be made by Bidder to induce any other Bidder to submit or not to submit a Bid for the purpose of restricting competition.
5. No relationship exists or will exist during the contract period between Bidder and the Agency or any other State agency that interferes with fair competition or constitutes a conflict of interest.

Certification Regarding Debarment

I certify that, to the best of my knowledge, neither Bidder nor any of its principals: (a) are presently or have been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal Agency or State Agency; (b) have within a five year period preceding this Bid been convicted of, or had a civil judgment rendered against them for commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of antitrust statutes; commission of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are presently indicted for or criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses enumerated in (b) of this certification; and (d) have not within a three year period preceding this Bid had one or more public transactions (federal, state, or local) terminated for cause.

This certification is a material representation of fact upon which the Agency has relied upon when this transaction was entered into. If it is later determined that Bidder knowingly rendered an erroneous certification, in addition to

other remedies available, the Agency may pursue available remedies including suspension, debarment, or termination of the contract.

Certification Regarding Registration, Collection, and Remission of Sales and Use Tax

Pursuant to *Iowa Code sections 423.2(10) and 423.5(8) (2016)* a retailer in Iowa or a retailer maintaining a business in Iowa that enters into a contract with a state agency must register, collect, and remit Iowa sales tax and Iowa use tax levied under *Iowa Code chapter 423* on all sales of tangible personal property and enumerated services. The Act also requires Bidders to certify their compliance with sales tax registration, collection, and remission requirements and provides potential consequences if the certification is false or fraudulent.

By submitting a Bid in response to the (RFB), the Bidder certifies the following: **(check the applicable box)**

- ☐ Bidder is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by *Iowa Code chapter 423*; or
- ☐ Bidder is not a “retailer” or a “retailer maintaining a place of business in this state” as those terms are defined in *Iowa Code subsections 423.1(47) and (48)(2016)*.

Bidder also acknowledges that the Agency may declare the Bidder’s Bid or resulting contract void if the above certification is false. The Bidder also understands that fraudulent certification may result in the Agency or its representative filing for damages for breach of contract in addition to other remedies available to Agency.

Sincerely,

Signature

Name and Title of Authorized Representative

Date

Attachment #4
Authorization to Release Information Letter

(Date) _____

Bobbi Pulley, Issuing Officer
Iowa Department of Administrative Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

Re: RFB1822238343 - DOC Release Card Services- AUTHORIZATION TO RELEASE INFORMATION

Dear Bobbi Pulley:

(Name of Bidder) hereby authorizes the **Iowa Department of Administrative Services** ("Agency") or a member of the Evaluation Committee to obtain information regarding its performance on other contracts, agreements or other business arrangements, its business reputation, and any other matter pertinent to evaluation and the selection of a successful Bidder in response to RFB1822238343 - DOC Release Card Services.

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 State or may otherwise hurt its reputation or operations. The Bidder is willing to take that risk.

The Bidder hereby releases, acquits and forever discharges the State of Iowa, the Agency, their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the undersigned that it may have or ever claim to have relating to information, data, opinions, and references obtained by the Agency or the Evaluation Committee in the evaluation and selection of a successful Bidder in response to the RFB.

The Bidder authorizes representatives of the Agency or the Evaluation Committee to contact any and all of the persons, entities, and references which are, directly or indirectly, listed, submitted, or referenced in the Bidder's Bid submitted in response to RFB.

The Bidder further authorizes any and all persons, and entities to provide information, data, and opinions with regard to its performance under any contract, agreement, or other business arrangement, its ability to perform, business reputation, and any other matter pertinent to the evaluation of the Bidder's Bid. The Bidder hereby releases, acquits and forever discharges any such person or entity and their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the Bidder that it may have or ever claim to have relating to information, data, opinions, and references supplied to the Agency or the Evaluation Committee in the evaluation and selection of a successful Bidder in response to RFB.

A photocopy or facsimile of this signed Authorization is as valid as an original.

Sincerely,

Signature

Name and Title of Authorized Representative

Date

Attachment #5
Exceptions Form

Please list any and all exceptions to this RFB in this section. Include section and reason for exception:
(Make additional pages if necessary)

<u>Section</u>	<u>Exception</u>
1. _____	_____ _____
2. _____	_____ _____
3. _____	_____ _____
4. _____	_____ _____
5. _____	_____ _____
6. _____	_____ _____
7. _____	_____ _____
8. _____	_____ _____
9. _____	_____ _____
10. _____	_____ _____

Attachment #6
Form 22 – Request for Confidentiality
SUBMISSION OF THIS FORM 22 IS REQUIRED

THIS FORM 22 (FORM) MUST BE COMPLETED AND INCLUDED WITH YOUR BID. THIS FORM 22 IS REQUIRED WHETHER THE BID DOES OR DOES NOT CONTAIN INFORMATION FOR WHICH CONFIDENTIAL TREATMENT WILL BE REQUESTED. FAILURE TO SUBMIT A COMPLETED FORM 22 WILL RESULT IN THE BID TO BE CONSIDERED NON-RESPONSIVE AND ELIMINATED FROM EVALUATION. COMPLETE PART 1 OF THIS FORM IF NO INFORMATION BID DOES NOT CONTAIN CONFIDENTIAL INFORMATION. COMPLETE PART 2 OF THIS FORM IF THE BID DOES CONTAIN CONFIDENTIAL INFORMATION.

1. Confidential Treatment Is Not Requested

A Bidder not requesting confidential treatment of information contained in its Bid shall complete Part 1 of Form 22 and submit a signed Form 22 Part 1 with the Bid.

2. Confidential Treatment of Information is Requested

A Bidder requesting confidential treatment of specific information shall: (1) fully complete and sign Part 2 of Form 22, (2) conspicuously mark the outside of its Bid as containing confidential information, (3) mark each page upon which the Bidder believes confidential information appears **and CLEARLY IDENTIFY EACH ITEM for which confidential treatment is requested; MARKING A PAGE IN THE PAGE MARGIN IS NOT SUFFICIENT IDENTIFICATION**, and (4) submit a “Public Copy” from which the confidential information has been excised.

Form 22 will not be considered fully complete unless, for each confidentiality request, the Bidder: (1) enumerates the specific grounds in Iowa Code Chapter 22 or other applicable law that supports treatment of the information as confidential, (2) justifies why the information should be maintained in confidence, (3) explains why disclosure of the information would not be in the best interest of the public, and (4) sets forth the name, address, telephone, and e-mail for the person authorized by Bidder to respond to inquiries by the Agency concerning the confidential status of such information.

The Public Copy from which confidential information has been excised is in addition to the number of copies requested in Section 3 of this RFB. The confidential information must be excised in such a way as to allow the public to determine the general nature of the information removed and to retain as much of the Bid as possible.

Failure to request information be treated as confidential as specified herein shall relieve Agency and State personnel from any responsibility for maintaining the information in confidence. Bidders may not request confidential treatment with respect to pricing information and transmittal letters. A Bidder’s request for confidentiality that does not comply with this form or a Bidder’s request for confidentiality on information or material that cannot be held in confidence as set forth herein are grounds for rejecting Bidder’s Bid as non-responsive. Requests to maintain an entire Bid as confidential will be rejected as non-responsive.

If Agency receives a request for information that Bidder has marked as confidential and if a judicial or administrative proceeding is initiated to compel the release of such information, Bidder shall, at its sole expense, appear in such action and defend its request for confidentiality. If Bidder fails to do so, Agency may release the information or material with or without providing advance notice to Bidder and with or without affording Bidder the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction. Additionally, if Bidder fails to comply with the request process set forth herein, if Bidder’s request for confidentiality is unreasonable, or if Bidder rescinds its request for confidential treatment, Agency may release such information or material with or without providing advance notice to Bidder and with or without affording Bidder the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction.

Part 1 – No Confidential Information Provided

Confidential Treatment Is Not Requested

Bidder acknowledges that Bid response contains no confidential, secret, privileged, or proprietary information. There is no request for confidential treatment of information contained in this Bid response.

This Form must be signed by the individual who signed the Bidder's Bid. The Bidder shall place this Form completed and signed in its Bid.

- ***Fill in and sign the following if you have provided no confidential information. If signing this Part 1, do not complete Part 2.***

Company

RFB Number

RFB Title

Signature (required)

Title

Date

(Proceed to the next page only if Confidential Treatment is requested.)

Part 2 - Confidential Treatment is Requested

The below information is to be completed and signed ONLY if Bidder is requesting confidential treatment of any information submitted in its Bid.

NOTE:

- ***Completion of this Form is the sole means of requesting confidential treatment.***
- ***A BIDDER MAY NOT REQUEST PRICING INFORMATION BE HELD IN CONFIDENCE.***

Completion of the Form and Agency's acceptance of Bidder's submission does not guarantee the agency will grant Bidder's request for confidentiality. The Agency may reject Bidder's Bid entirely in the event Bidder requests confidentiality and does not submit a fully completed Form or requests confidentiality for portions of its Bid that are improper under the RFB.

Please provide the information in the table below. Bidder may add additional lines if necessary or add additional pages using the same format as the table below.

RFB Section:	Bidder must cite the specific grounds in <i>Iowa Code Chapter 22</i> or other applicable law which supports treatment of the information as confidential.	Bidder must justify why the information should be kept in confidence.	Bidder must explain why disclosure of the information would not be in the best interest of the public.	Bidder must provide the name, address, telephone, and email for the person at Bidder's organization authorized to respond to inquiries by the Agency concerning the status of confidential information.

This Form must be signed by the individual who signed the Bidder's Bid. The Bidder shall place this Form completed and signed in its Bid. A copy of this document shall be placed in all Bids submitted including the Public Copy.

- ***If confidentiality is requested, failure to provide the information required on this Form may result in rejection of Bidder's submittal to request confidentiality or rejection of the Bid as being non-responsive.***
- ***Please note that this Form is to be completed and signed only if you are submitting a request for confidential treatment of any information submitted in your Bid. If signing this Part 2, do not complete Part 1.***

Company

RFB Number

RFB Title

Signature (required)

Title

Date

**Attachment #7
Bid Checklist**

RFP REFERENCE SECTION	RESPONSE INCLUDED	
	Yes	No
One (1) electronic copy		
One (1) electronic Public Copy with Confidential Information Excised (optional)		
Attachment #1 – Form of Bid		
Attachment #2 – Cost Worksheets		
Attachment #3 - Certification Letter		
Attachment #4 - Authorization to Release Information		
Attachment #5 - Exceptions Form, if applicable		
Attachment #6 - Form 22		
Signed Addendums		