



Specialty Underwriters LLC Equipment Maintenance

RFB Number RFB0222005069

TECHNICAL PROPOSAL

Prepared For

STATE OF IOWA

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

Proposal Due Date: February 18, 2022 | 4:00 p.m. CST

Prepared By

Specialty Underwriters LLC
A Subsidiary of SU Group LLC
9667 South 20th Street
Oak Creek, WI 53154
800-558-9910 • 414-281-1100

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TRANSMITTAL letter

February 16, 2022

Ms. Laura Shannon
Iowa Department of Administrative Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

Re: RFB Number RFB0222005069 – Statewide Equipment Maintenance Management Program

Dear Ms. Shannon:

As part of the SU Group of Companies, Specialty Underwriters LLC is very pleased to be given the opportunity to respond to the State of Iowa's Request for Bid for a Statewide Equipment Maintenance Management Program. This statement references that SU Group has received and reviewed all addendums and written questions including the answers and clarifications to this RFB. Included in this response is completed Form of Bid, Addendum 1, Addendum 2, Addendum 3, and Pricing Sheet.

This RFB Response shall remain valid for one-hundred and twenty (120) days after the closing date of the receipt of the proposals. SU Group does not propose any standard deviations or exceptions to the RFB requirements. SU is prepared to perform and meet all objectives and services as described in the RFB.

The primary contacts for this Request for Bid will be:

Shelley Tilghman
Business Manager
P: 800-558-9910, Ext. 2056
E: stilghman@su-group.com

Elaine Wilson
Business Manager
P: 800-558-9910, Ext. 2123
E: ewilson@su-group.com

We believe that our extensive experience and proven success in this unique and innovative field, combined with our quarterly business reviews, database creation, management reporting systems and flexible program options will ensure the State of Iowa's initiative is a continued success for years to come.

Respectfully,

A handwritten signature in black ink, appearing to read 'J. Fallico', is written over a light blue horizontal line.

Joseph Fallico
President
Specialty Underwriters LLC



BIDDER requirements

- ✓ Company Profile
- ✓ References
- ✓ Financial Strength
- ✓ How the Program Works
- ✓ Equipment Types/List
- ✓ Online Reporting



COMPANY profile

Specialty Underwriters LLC, a subsidiary of SU Group LLC, was established in Wisconsin on July 21, 1982. Expanding over time, the company pioneered the comprehensive equipment maintenance management program (EMMP) concept as a flexible alternative to full cost service contracts. Today SU and its affiliates serve various corporations, governmental bodies, educational institutions, medical facilities, high technology industries and other organizations worldwide!



▲ SU Group LLC's corporate headquarters are located in Oak Creek (see map), a suburb of Milwaukee, WI.



Education



Healthcare



Government



Finance



Pharmaceuticals

Our Reputation

As the equipment maintenance management program (EMMP) pioneers, SU Group LLC has collectively amassed the most experience and actuarial data in the industry. Specialty Underwriters has built and maintained a reputation of outstanding service, sustained cost savings, longevity, professionalism, and integrity. Long-term business relationships are at the heart of the way Specialty Underwriters has performed business over the last forty (40) years and our mission is to continue growth plans based on that foundation.

Unmatched Experience

As a testament to Specialty Underwriters LLC's leadership role in the equipment maintenance industry, Specialty Underwriters has designed and managed equipment maintenance management programs (EMMPs) for entities including, but not limited to the following:

- ✓ E&I Cooperative Services (contract term value, over \$60 million)
- ✓ Aventis Pharmaceuticals (contract term value, over \$20 million)
- ✓ Continuum Healthcare (contract term value, over \$50 million)
- ✓ US Bank (contract term value, over \$40 million)
- ✓ Vizient (contract term value, over \$100 million)



SU Group LLC has also held numerous state contracts over the past 40 years (*see list below*):

- ✔ Alabama (AL), Arizona (AZ), Delaware (DE), Florida (FL), Georgia (GA), Iowa (IA), Iowa (LA), Maryland (MD), Minnesota (MN), Mississippi (MS), Missouri (MO), Nevada (NV), New Jersey (NJ), Ohio (OH), Oklahoma (OK), Pennsylvania (PA), South Carolina (SC), Tennessee (TN), Virginia (VA), and Wisconsin (WI)

Client References



Tennessee Department of General Services

Central Procurement Office
312 Rosa L. Parks Ave.
Nashville, TN 37243

Elle Lipinski, Category Specialist
615-741-1174
Ellen.Lipinski@tn.gov



University of Florida

971 Elmore Drive, Rm 102
Gainesville, FL 32611

Nicola Heredia, Director of Procurement
352-294-1155
nheredia@ufl.edu



Dubuque Community School District

2300 Chaney Road
Dubuque, IA 52001

Kevin Kelleher, Chief Financial Officer
563-552-3038
kkelleher@dbqschools.org

Financial Strength

As required by the RFB, coverage for the State of Iowa will be underwritten by an insurance company. SU Group LLC provides insurance policies to their customers through utilization of no less than two (2) "A-" rated (*rating assigned by A.M. Best Company, Inc.*) insurance companies. The sole member of SU Group LLC established and currently owns and operates SU Insurance Company (SUIC). No other company in this marketplace possesses an insurance company established and dedicated exclusively to equipment maintenance insurance!





How the Program Works

Our equipment maintenance management program (EMMP) consolidates service contracts into one (1) easily manageable master agreement, assuming the financial risk of equipment repairs as they occur. By specializing in only equipment maintenance management, we know the appropriate market prices of preventive maintenance (PM) and repair for virtually every piece of equipment. We have also logged extensive actuarial equipment data indicating the likelihood of equipment breakdown. This extensive expertise helps us assess your equipment and provide significant savings on annual maintenance costs.

“Hard dollar” savings are achieved by completing a simple conversion process which spreads the risk across a high volume of equipment types from numerous OEMs. Specialty Underwriters will assist you in completing this process, which takes, in most cases, less than thirty (30) days. You will be able to continue working with your current vendors with no sacrifice of service quality. Your only responsibility could be to place a toll-free call to Specialty Underwriters LLC’s Dispatch Center whenever you require equipment maintenance. We handle everything else.

By taking total responsibility for the administration and management of these services, Specialty Underwriters delivers significant “soft dollar” savings (administrative and employee-hour costs). We are experienced at managing the repair process effectively and efficiently, maximizing the client’s maintenance dollar. With Specialty Underwriters, you will enjoy better coverage, a guaranteed annual budget, cost savings over traditional maintenance programs, improved control and ultimately less distraction from your organization’s core business.



Continued Growth

From the start, we have continually refined and improved our programs, services, and approach to this specialized market. We believe that because something worked in the past, does not mean it will necessarily solve tomorrow’s challenges. Our clients continue to assist in the evolution of our services as we mutually develop new ways to capture and report meaningful data and structure innovative financial products to drive down costs.



EQUIPMENT lists

- ✓ Commercial Equipment
- ✓ Healthcare Equipment



ELIGIBLE equipment

Communication

- Audio/Visual Systems
- Emergency Systems (911)
- Overhead Paging/Intercom Systems
- Radio Equipment
- Switchboards
- Telephone/Voicemail Systems
- Video Conference Equipment

General

- Bar Code Readers
- Electronic Signs
- Microfilm Processors/Viewers
- Industrial Scales
- Transcribers
- Video Equipment
- Voting Machines
- Water Meter Readers

Information Technology (IT)

- Bridges
- Controllers
- Hubs
- Multiplexors
- PCs and Peripherals
- Printers
- Routers
- Scanners
- Servers
- Tape Drives

Security Equipment

- Alarm Systems
- Card Access Systems
- Video Surveillance
- Vaults and Safes

Office/Mail

- Binders
- Bursters
- CAD/CAM Systems
- Calculators
- Card Readers
- Cash Registers
- Check Signers
- Coin Sorters/Packagers
- Computer Systems
- Copiers
- Currency Counters
- Dictation Equipment
- Electric Rotary Files
- Electrical Print Equipment
- Electronic Print Equipment
- Electronic Typewriters
- Embossers
- Facsimile Machines
- Folders
- ID Card Systems
- Inserters
- Labelers
- Laminators
- Mailing Machines (*not system*)
- Microfilm Readers/Printers
- Openers
- Retail Scanners
- Scales
- Shredders
- Stackers
- Time Clocks
- Uninterrupted Power Supply
- Transient Voltage Protection (TVP) Systems

Laboratory

- Blood Culture Units
- Blood Gas Analyzers
- Breathalyzers
- Cell Savers
- Cell Washers
- Centrifuges
- Chemistry Analyzers
- Chromatography Equipment
- Co-Oximeters
- Coagulation Analyzers
- Computers
- Densitometers
- DNA Analyzers
- DNA Synthesizers
- Electrolyte Analyzers
- Electron Microscopes
- Electrophoresis Equipment
- Gamma Counters
- Hematology Analyzers
- Immunoassay Analyzers
- Mass Spectrometers
- Microbiology Analyzers
- Microscopes
- Microtomes/Cryostats
- Ria Systems
- Scales/Balances
- Spectrophotometers
- Tissue Analyzers

...and much more!

- Cardiology
- Function Labs
- Nuclear Medicine
- Radiology
- Respiratory Therapy
- Security
- Surgical

**Sample only, your coverage may include additional equipment!*



ELIGIBLE equipment

♥ Cardiology

- Arrhythmia Computers
- Cardiac Cath Systems
- Cardiac Output Computers
- Electrocardiographs
- Electroencephalographs
- Intra-Aortic Balloon Pumps
- Monitoring Systems
- Patient Data Management
- Stress Test Systems
- Telemetry Systems

🧪 Clinical/R&D Lab

- Balances
- Blood Gas Analyzers
- Cell Savers
- Cell Washers
- Chromatographs
- Clinical Analyzers
- Co-Oximeters
- Densitometers
- DNA Synthesizers
- Electron Microscopes
- Electrophoresis Equipment
- Flame Photometers
- Gamma Counters
- Hemoglobinometers
- HPLC
- Microscopes
- Osmometers
- Spectrophotometers

🌬️ Function Labs/ Respiratory Therapy

- Co-Oximeters
- Plethysmographs
- Pulmonary Function Systems
- Sleep Labs

🏥 Laboratory

- Blood Culture Units
- Centrifuges
- Chemistry Analyzers
- Coagulation Analyzers
- Computers
- DNA Analyzers
- Electrolyte Analyzers
- Hematology Analyzers
- Immunoassay Analyzers
- Scales/Balances

☢️ Nuclear Medicine

- Computers
- Crystals
- Dose Calibrators
- Gamma Cameras
- Gamma Counters
- Laser Imagers
- Multi-Format Cameras
- Uptake Probes

📡 Radiology

- Angiographic Systems
- Chest Units (automated)
- CT Scanners
- Cystographic Units
- Daylight Systems
- Dental Units
- Digital Systems
- E.R. Units
- Fluoroscopic Rooms
- General Radiographic Rooms
- Head/Skull Units
- Mammography Units
- Mobile C-Arms
- Motorized/Auto Film Viewers
- MRI Scanners

- PACS Systems
- Physiological Monitoring
- Portable X-Ray Machines
- Radiology Information Systems
- Special Procedures Rooms
- Tomographic Rooms
- X-Ray Tubes

...and much more!

Biomedical Equipment
Central Services Equipment
Communication Systems
Computer Hardware
Data Processing Equipment
Networks & Servers
Office Automation
OT/PT Equipment
Radiology Oncology
Security Systems
Surgery
Ultrasound

**Sample only, your coverage may include additional equipment!*



REPORTING overview

Specialty Underwriters LLC creates a detailed, tailor-made website or “landing page” for all its clients. Using a private, customer login, administration and participating agencies receive direct access to **marketing materials, program procedures** and **contract information** customized for each customer. Users may also access an expansive list of standard reports or create their own custom, online reports summarizing information such as **equipment performance, equipment inventory** and **reimbursements**.

Report Types

Specialty Underwriters LLC wide range of online report types (*see full list below*) enables clients to analyze crucial equipment service and performance data more effectively. This, in turn, allows management to make well-informed business decisions in a timely and accurate manner.

- ✔ **Equipment inventory report** – This report is a listing of equipment that is managed by SU. This report can be produced by vendor, manufacturer, department, cost center, item, equipment type, or site (*see right*).
- ✔ **Reimbursement report** – This report details the repair activity and repair cost for the time frame selected. This report can be produced by vendor, manufacturer, department, cost center, item, equipment type or site.
- ✔ **High frequency report** – This report identifies equipment experiencing a high frequency of service events based on predetermined criteria. From this report, we will work with the department, or eligible users to determine if there are vendor or service issues that need to be addressed.
- ✔ **Dispatch report**– This report gives detailed information of service event request activity for a specified date range. Details include when the service event was initiated, who reported the event and which vendor was contracted. Copy the date into a spreadsheet for response time analysis.
- ✔ **Invoice search report** – This report gives you the ability to look up an individual invoice or service report number or all service events for a date range. You can review the payment status and service performed. Use this report to review service event activity from the initial request through the payment of the invoice.
- ✔ **Warranty watch report** – This report identifies department items that are currently under warranty. Our system will identify any items that are nearing the warranty expiration date to ensure that the department has sufficient coverage upon expiration of the warranty.

Depending on the department’s needs and requirements, we also can generate custom reports to suit specialized tracking requirements. As mentioned, clients can generate management reports online through our website www.su-group.com. Alternatively, Specialty Underwriters LLC can also send reports via email or provide a hard copy.



PROGRAM features

- ✓ Key Benefits
- ✓ Service Delivery Options
- ✓ Program Staff / Team Approach



KEY benefits

Specialty Underwriters offers the most innovative, flexible, and comprehensive equipment maintenance management program (EMMP) available today. The program converts eligible contracts to a time and material basis, contract-to-contract, or alternative solutions, while managing the vendors and assuming this financial risk. With Specialty Underwriters, customers can take advantage of the following!



Cost reduction

Save up to 35% off existing maintenance contracts on a wide range of eligible equipment while maintaining the same great coverage and response times.



Vendor of choice

Utilize any qualified vendor of your choice to service eligible equipment (*maintain direct contact with the service provider if you wish*)



Increased cash flow

Quarterly or monthly program payments increase your cash flow



Flexibility

Client can add or remove equipment from the program at any time



Comprehensive coverage

Corrective maintenance, PMs, repair parts (*glassware optional unless stated*) and rental of substitute equipment included



Improved accountability

Member only, real-time, online management reports help clients better evaluate equipment life-cycles and vendor performance



Consolidation

One contract with one common anniversary date, one payment, one point of contact for all equipment service issues and capped costs



Stay in control

Client controls equipment maintenance decisions and costs



In-house reimbursement

Corrective and preventative maintenance performed by the customer's in-house staff is reimbursed at a rate of \$50 per hour



Reduced administrative burden

Less purchase orders (POs), invoices and paperwork related to equipment maintenance because SU pays vendor directly



Second-source information

SU engineering resources offer second-source information



Free analysis

Complete audit of maintenance data provided at no charge



Asset management

SU provides equipment tags OR an equipment list to help track and manage service of assets covered (*reports available for internal stakeholders*)



Simplified invoicing

Single invoice or invoicing broken out by site/cost center covering service of all equipment regardless of vendor



Cash-out option

Available for recurrent defective equipment



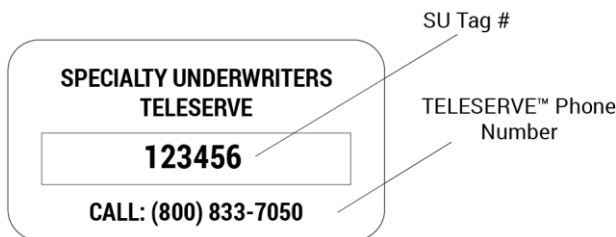
SERVICE delivery options

Specialty Underwriters LLC’s national TELESERVE™ program provides access to a centralized dispatch center customers can call for all service event types. Dispatch answers most calls in three (3) rings or less. When service is required, customers may call the aforementioned TELESERVE™ toll-free number or email a service request in lieu of contacting the vendor directly. Then, Specialty Underwriters can recommend and assign one of our outstanding vendors **OR** utilize State of Iowa’s vendor of choice that complies with the program requirements.

When the TELESERVE™ Dispatch Center receives a service request, a Specialty Underwriters dispatch operator (*live person*) will confirm the following with the end-user: equipment ID number, equipment location, preferred vendor (*as shown in the database*) and the nature of the problem. Once this information is confirmed and recorded, Specialty Underwriters immediately places a service call to the vendor and issues a purchase order (PO) number to the vendor that guarantees payment for covered services.

- ! Strict procedural compliance is required for this program to deliver the highest value to the client. Throughout the year, we will review your equipment’s performance with you and suggest additional options to further support your equipment performance! Should Specialty Underwriters find irregularities in service or service response time, or should a vendor’s performance be inadequate, we will document our findings and bring this to the client’s attention along with possible remedies. End-users are encouraged to contact the TELESERVE™ Dispatch Center concerning any questions or problems.

Specialty Underwriters requests that service providers contact the end-user that called for service to provide them with an estimated time of arrival (ETA) to perform maintenance. To ensure this, the TELESERVE™ Dispatch Center provides a “call again” feature. This feature generates a return call from Specialty Underwriters to the vendor the following business day to verify that contact has been made with the end-user and/or a service time has been scheduled.



When service is needed, end-users can locate the equipment tag number and the primary TELESERVE™ phone number on the blue tag (see left) or a State property identification on the side of their covered equipment.

When utilizing TEC®, use the following methods to assist in reducing equipment repair costs:

- ✓ When calling for service, make sure that the problem cannot be corrected in-house (*e.g., unit unplugged, paper jam, etc.*)
- ✓ Repair several problems at the same time to avoid duplicate travel time and minimum hourly charges
- ✓ Request the most reliable repair personnel
- ✓ Make the service vendor(s) accountable for their repair time
- ✓ Attempt to have preventive and corrective maintenance performed at the same time



TELESERVE™ Overview

One easy step triggers the TELESERVE™ service process!

- 1 Call TELESERVE™**
When PMs or repairs are required, contact SU's toll-free, 24/7 dispatch number at (800) 833-7050 or email teleserve@su-group.com.
- 2 Vendor dispatched**
Then, SU will dispatch your vendor with our purchase order (PO) number. SU confirms via email.
- 3 Vendor sends info**
Following service, the vendor is required to send SU a field service report (FSR) & an invoice.
- 4 Specialty Underwriters LLC pays vendor**
SU will pay your vendor for covered services performed within 25-35 days after the invoice & FSR are received.
- 5 View online report**
Meanwhile, all event service information is available to the client online at www.su-group.com.

COM-TEC® Overview

The COM-TEC® program requires clients to play a more active role in the service process

- 1 Client calls vendor**
When PMs or repairs are required, the client contacts the vendor directly to request service.
- 2 Vendor invoices client**
Once maintenance is performed, the vendor will invoice the client directly. At this time, the vendor is REQUIRED to leave a field service report (FSR) with the client's department personnel. Clients MUST make sure that the FSR is legible and indicates the reason(s) for the repair and/or service(s) performed.
- 3 State of Iowa pays vendor**
The client is responsible for paying the vendor directly, in full for services performed.
- 4 State of Iowa sends FSR and invoice to SU**
After receiving the FSR and invoice, the client MUST forward a copy of each to the SU "accounts payable" finance department (*SU sticker with item number MUST be affixed to invoice*). Clients should save the original copy of the FSR in their own SU file before forwarding to SU!
- 5 Specialty Underwriters LLC reimburses client**
Within 30 days, SU will send the client a check totaling the amount of all covered repairs performed.

● Client ● Specialty Underwriters LLC



Escalation Procedures

Specialty Underwriters LLC strives to resolve as many issues and conflicts as expediently as possible. Some critical issues require additional attention from people outside the SU dispatch team, including upper management of State of Iowa Implementing escalation procedures early gives a clear picture of how complicated issues will be resolved and the various roles of each participant involved.

Escalation Process

If a technical issue cannot be resolved between the end-user and vendor, contact us!

- 1** **Call TELESERVE™**
When a critical issue surfaces, end-users may contact the Specialty Underwriters Dispatch Center at (800) 833-7050 to report a concern and request an escalation of the service call.
- 2** **Specialty Underwriters LLC contacts vendor**
Then, a Specialty Underwriters dispatch operator will assess the situation and immediately reach out to the vendor to obtain details related to the concerns.
- 3** **Specialty Underwriters LLC issues escalation**
If deemed appropriate, Specialty Underwriters dispatch will issue an escalation of the service event on behalf of the client and document the situation accordingly.
- 4** **Specialty Underwriters LLC dispatch engages escalation manager***
If needed, Specialty Underwriters dispatch will call on the escalation manager to assist with resolution of the escalation.
- 5** **Specialty Underwriters LLC dispatch notifies the account executive (AE)***
Specialty Underwriters dispatch notifies the Specialty Underwriters AE of the issue and expected outcome based on the escalation. Specialty Underwriters will notify the client when the situation has been resolved.

● Client

● Specialty Underwriters LLC

**Situational*



PROGRAM staff

The following team members are dedicated to supporting your equipment service needs!



Shelley Tilghman, *Business Manager*
Phone: (800) 558-9910, Ext. 2056
Email: stilghman@su-group.com

26

Year(s) of experience



Elaine Wilson, *Business Manager*
Phone: (800) 558-9910, Ext. 2123
Email: ewilson@su-group.com

17

Year(s) of experience



Jessica Ristau, *Account Executive*
Phone: (800) 558-9910, Ext. 2732
Email: jristau@su-group.com

09

Year(s) of experience



Alec Christensen, *Market Specialist*
Phone: (800) 558-9910, Ext. 2909
Email: achristensen@su-group.com

03

Year(s) of experience



Tom Greisch, *Director of Operations*
Phone: (800) 558-9910, Ext. 2765
Email: tgreisch@su-group.com

32

Year(s) of experience



Vineela Gandhamaneni, *Information Technology (IT) Director*
Phone: (800) 558-9910, Ext. 2961
Email: vgandhamaneni@su-group.com

21

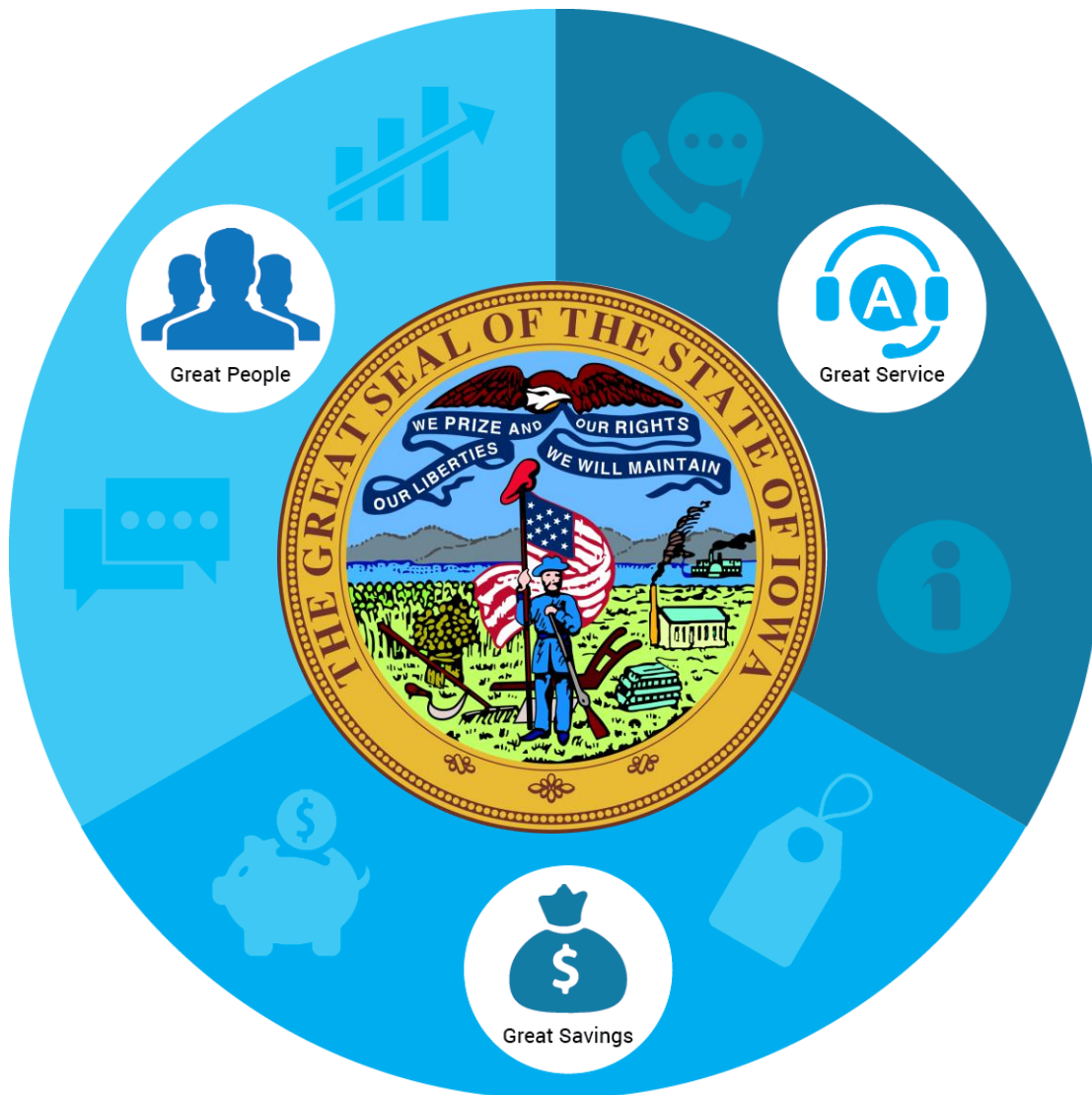
Year(s) of experience

TELESERVE™ Number: (800) 833-7050

**Email addresses are not case sensitive.*

Team Approach

Specialty Underwriters LLC is proud to dedicate its experienced staff to some of the nation's largest cost reduction initiatives! To ensure continued success, SU employs a team-based approach. This means the entire staff is held mutually accountable for delivering high quality, successful EMMP. It also means that all team members recognize and utilize each other's skills while doing whatever necessary to serve the client. If one team member cannot directly assist the client, they will call upon a team member to help get the job done in a timely and professional manner. Consequently, clients are surrounded by the exclusive "3G Circle of SUpport: Great Savings, Great Service and Great People" (See below).





APPENDICES

- ✓ Pricing Matrix
- ✓ Certificate of Insurance
- ✓ W9
- ✓ Request for Bid
- ✓ Addendum 1
- ✓ Addendum 2
- ✓ Addendum 3



IOWA pricing matrix

SU Group will continue to manage the State of Iowa's equipment maintenance program and meet the evolving needs of the state over the new contract term. Based on the past 19 years of experience managing the state program, SU has been able to evaluate our past service offerings and program value and make some improvements to guarantee "best price" as well as to better serve the Iowa community in the coming years. SU is pleased to offer the following discounts off OEM list price agreements.

EQUIPMENT CATEGORY	DISCOUNT PERCENTAGE
OFFICE AUTOMATION	20%-35%
IT, DATA PROCESSING	20%-35%
MAIL ROOM	20%-35%
COMMUNICATION	22%-35%
SECURITY/ALARM	20%-35%
RESEARCH & INVESTIGATION LAB	17%-35%
FACILITIES	17%-35%
HEALTHCARE	12%-35%

The longevity, sustainability and savings advantage of providing a discount range (i.e. 12% - 35%) is that more equipment and equipment types can be quoted. The goal and success of any savings program is usage and volume. By using a single high discount percentage many times certain items cannot be quoted thus the full potential of savings is not realized. When items are not quoted the departments and end users lose interest and a true savings initiative does not meet its full potential. By incorporating a savings range more equipment, more departments and more savings is provided to the State. SU customers have experienced the most growth, customer satisfaction and savings when a discount range is implemented.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

9/24/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Arthur J. Gallagher Risk Management Services, Inc. 245 South Executive Drive, Suite 200 Brookfield WI 53005	CONTACT NAME: Sharon Bannach PHONE (A/C No. Ext): 262-792-2214 E-MAIL ADDRESS: Sharon_Bannach@ajg.com		FAX (A/C, No): 262-792-1712
	INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED Specialty Underwriters LLC 9667 S. 20th Street Oak Creek, WI 53154	INSURER A : Hanover Insurance Company		22292
	INSURER B : Allmerica Financial Benefit Insurance Co		41840
	INSURER C :		
	INSURER D :		
	INSURER E :		
INSURER F :			

COVERAGES

CERTIFICATE NUMBER: 1455635641

REVISION NUMBER:

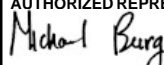
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:	Y	Y	ZH1D05151706	10/1/2021	10/1/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		Y	AW1D05160408	10/1/2021	10/1/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			UH1D05151606	10/1/2021	10/1/2022	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
A	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WH1D73739103	10/1/2021	10/1/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The State of Iowa and the Agency are additional insured under the General Liability policy per endorsement 421-2915 06-15. Waiver of Subrogation applies in favor of Certificate Holder under the General Liability, Auto Liability and Workers' Compensation Policies. A 30 day notice of cancellation applies to Certificate holder on General Liability policy.

CERTIFICATE HOLDER**CANCELLATION**

State of Iowa Iowa Department of Administrative Services Central Procurement & Fleet Services Enterprise Hoover Building- 3rd Floor 1305 East Walnut Street Des Moines IA 50319-0105 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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Request for Taxpayer Identification Number and Certification

**Give Form to the
requester. Do not
send to the IRS.**

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
SU Equipment Group LLLP

2 Business name/disregarded entity name, if different from above
Specialty Underwriters LLC

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.

Individual/sole proprietor or single-member LLC C Corporation S Corporation Partnership Trust/estate

Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

Other (see instructions) ▶ _____

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any) _____
Exemption from FATCA reporting code (if any) _____
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
9667 S. 20th Street

6 City, state, and ZIP code
Oak Creek, WI 53154

7 List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Social security number									
OR									
Employer identification number									
2	7	-	2	2	2	2	3	9	8

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person *Darcy [Signature]*

Date *1-24-2022*

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.

REQUEST FOR BIDS

RFB COVER SHEET

Administrative Information:

RFB Number	RFB0222005069	Title of RFB	Statewide Equipment Maintenance Management Program	
Agency	Iowa Department of Administrative Services (DAS)			
Initial term of Contract				
Number of years of the initial term of the Contract	3	Number of possible annual extensions	3	
Available to Political Subdivisions?	Yes			
State Issuing Officer: Laura Shannon Phone: 515-330-7325 E-mail: laura.shannon@iowa.gov				
PROCUREMENT TIMETABLE—Event or Action			Date/Time (Central Time)	
Questions and Requests for Clarification from Bidders			February 11, 2022 at 4:00 PM (CST)	
Bids Due			February 18, 2022 at 4:00 PM (CST)	
NO LATE BIDS WILL BE ACCEPTED				
Relevant Websites				
Internet website where Addenda to this RFB will be posted https://vss.iowa.gov/webapp/VSS_ON/AltSelfService				
Internet website where contract terms and conditions are posted https://das.iowa.gov/sites/default/files/procurement/pdf/050116%20terms%20services.pdf				
Bid Submittal: Complete and Upload RFB Document to https://vss.iowa.gov/webapp/VSS_ON/AltSelfService				
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 Bidder Instructions

Bidder is to download this document and save to computer. Once saved, type in responses to the required sections and save again. Finally upload the document to VSS with your bid. As an option, the Bidder may print, write in responses, scan, and attach response. If this document is not attached to the bid response in VSS, the Bidder's bid may be disqualified.

1.2 Purpose

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

1.3 Request for Bid (RFB) Definitions

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

“Agency” means the agency identified in the VSS solicitation that is issuing the RFB and any other agency that purchases from the Contract.

“Alternative Bid” means a response to a bid that does not meet the exact requirements of the specification but offers an alternative for consideration. An alternative bid is submitted with an intentional variation to a provision, specification, term or condition of the solicitation. This alternative, in the opinion of the bidder, achieves the same end result. Alternative bids may be rejected as non-responsive.

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

“Bidder” means a vendor submitting a bid in response to this RFB.

“Contract” means the contract(s) entered into with the successful Bidder(s).

“Lead Agency” means the agency facilitating the procurement and establishing the Contract.

“Participating Agency” means the agency utilizing the established contract.

“Political Subdivisions” means cities, counties, and educational institutions.

“Responsible Bidder” means a Bidder that has the capability in all respects to perform the requirements of the Contract. In determining whether a Bidder is a Responsible Bidder, the 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 and the best interest of the Agency and the State.

“Responsive Bid” means a Bid that complies with each of the provisions of this RFB, or is either an alternative bid or a bid with an exception, if accepted by the Agency.

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

“State” means the State of Iowa, the Agency identified in the VSS solicitation, and all state agencies, boards, and commissions, and any political subdivisions making purchases from the Contract as permitted by this RFB.

1.4 Contract Term

The term of the contract will begin June 1, 2022 and end on May 21, 2025.

The Agency shall have the sole option to renew the contract upon the same or more favorable terms and conditions for up to three (3) annual extensions. The resulting contract will be available to all State Agencies.

1.5 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 Iowa Department of Administrative Services (DAS) has a contract for a Statewide Equipment Maintenance Program that shall expire on June 30, 2021. The resulting contract from this RFB shall replace the expiring contract.

The intent of the RFB is to establish a contractual agreement with an eligible Respondent for a Statewide Equipment Maintenance Program as listed herein for all State Agencies and Political Subdivision within the geographic limits of the State of Iowa. An eligible Respondent shall have expertise providing reduced costs for equipment maintenance and equipment repair without sacrificing quality of service and minimizing the downtime of the covered equipment.

The State of Iowa shall not guarantee any amount of business generated from this RFB to the awarded Respondent.

SECTION 2 – ADMINISTRATIVE INFORMATION

2.1 Issuing Officer

The Issuing Officer identified in the VSS solicitation 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 VSS 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 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.

2.4 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 submitted on Iowa VSS by the Bidder to the bid and received by the time set for the receipt of Bids.

2.5 Submission of Bids

The Agency must receive the electronic Bid on: Iowa VSS before the "Bids Due" date and time. **This is a mandatory requirement and will not be waived by the Agency. Any Bid received after this deadline will not be accepted.** It is the Bidder's responsibility to ensure the bid is received prior to the deadline. Email and faxed Bids will not be accepted.

Bidders must furnish all information necessary to enable the Agency to evaluate the Bid. Bids that fail to meet the mandatory 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.

2.6 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.

2.7 Costs of Preparing the Bid

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

2.8 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.

2.9 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 Respondent is a "scrutinized company" included on a "scrutinized company list" created by a public fund pursuant to Iowa Code section 12J.3.

2.10 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.

2.11 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.

2.12 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.

2.13 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.

2.14 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.

2.15 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.

2.16 Public Records and Requests for Confidential Treatment

The Agency's release of public records is governed by Iowa Code Chapter 22. Contractors 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 Contractor as non-confidential records unless Contractor 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 Form 22 Request for Confidentiality

FORM 22 MUST BE COMPLETED AND INCLUDED WITH CONTRACTOR'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.

2.18 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 and will be posted on Iowa VSS. 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

A Respondent whose proposal has been timely filed and who is aggrieved by the award of the department may appeal the decision by filing a written notice of appeal (in accordance with 11—Chapter 117.20, Iowa Administrative Code) to: The Director of the Department of Administrative Services, Hoover State Office Building, Des Moines, Iowa 50319-0104 and a copy to the Issuing Officer. The notice must be filed within five days of the date of the Intent to Award notice issued by the Department, exclusive of Saturdays, Sundays, and legal state holidays. The written notice may be filed by fax transmission to 515.725.2064. The notice of appeal must clearly and fully identify all issues being contested by reference to the page, section and line number(s) of the RFP and/or the notice of Intent to Award. A notice of appeal may not stay negotiations with the apparent successful Contractor.

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 by date and time listed on the cover page. Oral questions will not be permitted. If the questions and requests for clarifications pertain to a specific section of the RFB, the page 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 sent to Bidders who received RFBs.

SECTION 3 – SPECIFICATIONS

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

3.1 General Requirements

- 3.1.1** Respondent shall provide all equipment, materials and labor to supplement the State of Iowa's need for as described herein. The contract shall require the Respondent to cooperate with the ordering Agency to ensure the State received the most current state-of-the-art material and/or services.
- 3.1.2** Respondent shall have a minimum of ten (10) years' experience providing an Equipment Maintenance Management Program for Federal or State Agencies.

3.2 Costs

- 3.2.1** All costs related to this service program including, but not limited to, repair labor, parts, and preventative maintenance as recommended by the manufacturer for covered equipment shall be the responsibility of the Respondent.
- 3.2.2** The service program shall include no deductible.
- 3.2.3** The minimum percentage discount shall apply to the following categories and shall not be decreased during the life of the contract resulting from this solicitation.
 - 3.2.3.1 Office Equipment Maintenance and Repair Services
 - 3.2.3.2 Data Processing (I.T.) Equipment Maintenance and Repair Services
 - 3.2.3.3 Mail Room Equipment Maintenance and Repair Services
 - 3.2.3.4 Communication Equipment Maintenance and Repair Services
 - 3.2.3.5 Security/Alarm Equipment Maintenance and Repair Services
 - 3.2.3.6 Research and Investigation Lab Equipment Maintenance and Repair Services
 - 3.2.3.7 Facilities Equipment Maintenance and Repair Services
 - 3.2.3.8 Healthcare Equipment Maintenance and Repair Services

3.3 Equipment Maintenance Program Requirements

Respondent shall provide all maintenance and repairs for the equipment covered through this contract at the same or better level(s) currently experienced through the existing equipment maintenance agreement. Service shall include all maintenance and repair for covered equipment, with no deductible or vendor stipulated limitations.

3.4 Customer Service

The Respondent shall provide customer service support for State Agencies and Political Subdivisions to handle questions or problems that may arise. At least one (1) Customer Service Representative shall be available during normal business hours. Representative shall be available by phone or email.

SECTION 4 - FORM OF BID

Instructions – 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 3.

4.1 Bidder Information

Business Name: SU Insurance Company

Official Address: 9667 S. 20th Street, Oak Creek, WI 53154

Firm's State or Foreign Country of Residence: USA

Sales contact: Elaine Wilson, Business Manager / Shelley Tilghman, Business Manager

Telephone Number: 800-558-9910

Fax Number: 414-281-1111

Email: ewilson@su-group.com / stilghman@su-group.com

4.2 Contract Terms and Conditions

The Contract(s) that the Agency expects to award as a result of this solicitation will be based upon the final Bid submitted by the successful Bidder and the solicitation. The contract between the Agency and the successful Bidder shall be a combination of the specifications, terms and conditions of the solicitation, the contract terms and conditions in the VSS solicitation, 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 solicitation, and any other terms deemed necessary by the Agency, except that no objection or amendment by a Bidder to the provisions or terms and conditions of the solicitation shall be incorporated into the Contract unless the Agency has explicitly accepted the Bidder’s objection or amendment in writing. The contract terms and conditions contained in the VSS solicitation will be incorporated into the 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 solicitation requirements and the Contract. Bidders should plan on the contract terms and conditions contained in the VSS solicitation being included in any contract awarded as a result of this solicitation. All costs associated with complying with these requirements should be included in any pricing quoted by the Bidder. By submitting a Bid, each Bidder acknowledges its acceptance of the solicitation terms and conditions without change except as otherwise expressly stated in Attachment 3. If a Bidder takes exception to a provision, it must state the reason for the exception and the specific contract language it proposes to include in place of the provision. Exceptions that

materially change these terms or the requirements of the solicitation may be deemed non-responsive by the State, in its sole discretion, resulting in possible disqualification of the Bid. The Agency reserves the right to either award a Contract(s) 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.

Bidder has read and agrees to this section: Yes No

4.3 Terms and Conditions

The parties agree to comply with the terms and conditions in the VSS solicitation which are by this reference made a part of the Agreement.

Bidder has read and agrees to this section: Yes No

4.4 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

4.5 Specifications

Bidder is able to provide and performed as specified in Section 3. By indicating “yes”, a Bidder agrees that it shall comply with that requirement throughout the full term of the resulting Contract, if the Bidder is successful. In addition, for specific requirements, the Bidder shall provide, if requested, specific references and/or supportive information to verify the Bidder’s compliance with the requirement. Failure to provide this information may cause the Bid to be deemed non-responsive and therefore rejected. The Agency reserves the right to determine whether the supportive information submitted by the Bidder demonstrates the Bidder will be able to comply with the Bid Requirements. If the Agency determines the supportive information does not demonstrate the Bidder will be able to comply with the Bid Requirements, the Agency may disqualify the Bid. Please enter the required information on the attachment and upload the document.

Bidder has read and agrees to this section: Yes No

4.6 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.

SU Group has not had any terminations, litigation, or debarment during the last five (5) years. None of SU Groups owners, officers or primary partners have ever been convicted of a felony.

4.7 Bidder Reference

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.

See Company Profile for required references.

4.8 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 **Bidder's state** Wisconsin

4.9 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

4.10 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

4.11 FOB Destination, Freight Prepaid

Bidder has read and agrees to this section: Yes No

4.12 Delivery Time

Provide the expected number of days after receipt of order until delivered to the specified facility.
Expected number of days: 5

Bidder has read and agrees to this section: Yes No

4.13 Award by Either

The Iowa Department of Administrative Services reserves the right to award to the Bidder with the best overall price or to the Bidder with the best line item price.

Bidder has read and agrees to this section: Yes No

4.14 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.

Bidder has read and agrees to this section: Yes No

4.15 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

4.16 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 the 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 Products – Comp/Op Aggregate Personal injury Each Occurrence	\$2 million \$1 Million \$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 Aggregate	\$1 Million \$1 Million
Errors and Omissions Insurance	Each Occurrence	\$1 Million
Property Damage	Each Occurrence Aggregate	\$1 Million \$1 Million
Workers Compensation and Employer Liability	As Required by Iowa law	As required by Iowa law

4.16.1 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.

4.16.2 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.

4.16.3 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

4.17 Standard of Quality

The item(s) specified in this program by brand name are intended to establish a standard of quality, which will be required. Similar item or items of manufacturers other than those listed which are included in the bids submitted will be considered if comparable in quality and function. It will be the responsibility of the Bidder to provide all technical information as to the acceptability of the alternate item(s). All products delivered shall be fully guaranteed to be free of defects, first quality no seconds or irregulars shall be accepted.

Bidder has read and agrees to this section: Yes No

4.18 Nonprofits

The resulting Contract will be made available to nonprofit entities that qualify under I.R.S. § 501 (c) provisions.

Bidder has read and agrees to this section: Yes No

4.19 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? 0

What discount will you give for payment in 30 days? 0

Bidder has read and agrees to this section: Yes No

4.20 Quarterly Report

The Bidder shall provide an electronic detailed quarterly report on ALL sales made under this Contract via e-Mail to the Iowa Department of Administrative Services, Central Procurement. Attention: David Kundid at email address david.kundid@iowa.gov. The report file format shall be Microsoft Excel compatible format. The report at minimum shall include the date of sale, customer name and address, full product description, SKU Numbers, quantity, invoice number, unit and extended invoice prices. Bidder's Bid must include a sample report and a description of the reporting that will be provided. The State reserves the right to request more detailed information (ad-hoc reporting) at any time and on an individual or specific basis for a specific product, department, time frame, or for a range of products, departments or time frames.

Bidder has read and agrees to this section: Yes No

4.21 Public Entities (Political Subdivisions)

The resulting Contract will be made available to Political Entities, i.e. cities, counties, and schools.

Bidder has read and agrees to this section: Yes No

4.22 Firm Contract Pricing

Any contract that results from this bid will have firm pricing for one year.

Bidder has read and agrees to this section: Yes No

4.23 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

4.24 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

4.25 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.
- United States published indices such as the Producer Price Index or other government data will be referenced to help substantiate the Bidder’s documentation. Informational **Only: At the time of publishing of the IFB, one related PPI appears to be (WPU): 05310105- Natural Gas (others may exist). A link to the PPI Commodity Data is available at:**
<https://www.bls.gov/ppi/>
- 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

4.26 Additional Items

The State reserves the right to add additional items to the Contract during the life of the Contract, if it is to the best advantage to the State to do so. Items or manufacturers may only be added upon the agreement of the Department of Administrative Services, Procurement and the Contracted Supplier.

Bidder has read and agrees to this section: Yes No

4.27 Country of Origin

Bidder must be able to provide country of origin, if requested.

Bidder has read and agrees to this section: Yes No

4.28 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

4.29 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

Attachment #1
Certification Letter

Alterations to this document are prohibited.

(Date) February 16, 2022

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

Subject: Request for Bid - Bid Certifications

Issuing Officer:

I certify that the contents of the Bid submitted on behalf of (**Name of Bidder**) SU Insurance Company in response to Iowa Department of Administrative Services for RFB0222005069 for a Statewide Equipment Maintenance Management Program 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

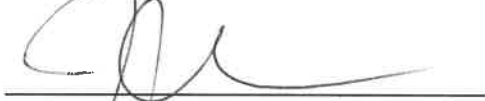
Pursuant to *Iowa Code sections 423.2(10) and 423.5(8) (2013)* a retailer in Iowa or a retailer maintaining a business in Iowa that enters into a contract with a state agency must register, collect, and remit Iowa sales tax and Iowa use tax levied under *Iowa Code chapter 423* on all sales of tangible 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)*.

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

Joseph A. Fallico

Name and Title of Authorized Representative

2/16/22

Date

Attachment #2
Authorization to Release Information Letter
Alterations to this document are prohibited.

(Date) February 16, 2022

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

Subject: Request for Bid – Authorization to Release Information

Dear Issuing Officer:

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 this Request for Bids (RFB).


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 to contact any and all of the persons, entities, and references which are, directly or indirectly, listed, submitted, or referenced in the Respondent'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 in the evaluation and selection of a successful Bidder in response to RFB.

Sincerely,



Signature

Joseph A. Falico

Name and Title of Authorized Representative

2/16/22

Date

**Attachment #3
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 #4
Form 22 – Request for Confidentiality**

SUBMISSION OF THIS FORM 22 IS REQUIRED

THIS FORM 22 (FORM) MUST BE COMPLETED AND INCLUDED WITH YOUR RESPONSE (BID) TO THE REQUEST FOR BIDS (RFB). 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 22 IF BID DOES NOT CONTAIN CONFIDENTIAL INFORMATION. COMPLETE PART 2 OF THIS FORM 22 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 RFP. 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 the 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.

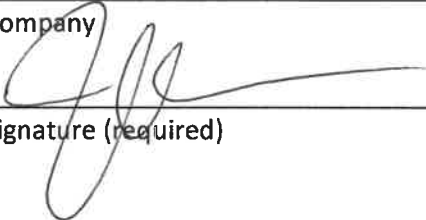
Part 1 – No Confidential Information Provided

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 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.***

<u>SU Insurance Company</u> Company	<u>RFB0222005069</u> RFB Number	<u>Statewide Equipment Maintenance Management Program</u> RFB Title
 Signature (required)	<u>President</u> Title	<u>2/16/22</u> 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 FOR BIDS 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 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 Bid. The Bidder shall place this Form completed and signed in its Bid immediately following the transmittal letter. 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

February 9, 2022

To: All Potential Respondents
From: David Kundid, Purchasing Agent
Subject: RFB0222005069

Addendum One

Please amend the subject RFP to include answers to the following timely received questions:

Q1. Pg. 10, Section 3, Specifications, 3.3. Equipment Maintenance Program Requirements. Please provide a clarification for this section. Specifically, how is "...at the same of better level(s) currently experienced through the existing equipment maintenance agreement" defined? For equipment currently under an equipment maintenance contract, does this mean the respondent would be required to offer the same level service the State receives today? For example, is the respondent required to offer services (received today) such as a centralized call center for the equipment, offer a vetting program to ensure the provider is fully qualified, offer sufficient staffing resources to serve the State's needs, etc.

A1. Yes, the same or better.

Q2. How does the State plan to monitor and audit the program to ensure the discounts offered in the response are consistently offered for each equipment category and each piece of equipment?

A2. The awarded Respondents shall provide a quarterly report. The items listed on the quarterly report shall be analyzed to ensure they are abiding by their discounts.

Q3. How will the State hold an awarded firm accountable for the discounts listed on their bid/resulting contract?

A3. The awarded Respondents shall provide a quarterly report. The items listed on the quarterly report shall be analyzed to ensure they are abiding by their discounts. The State shall notify the awarded Respondent about all discounts that differ. The contract shall be cancelled in the event the awarded Respondent does not abide by their proposed discounts.

The State or Political Subdivision shall be to call awarded Respondent to obtain discount and pricing.

Q4. Since this award will be based solely on the highest discount, what policies will be in place to prevent an awarded supplier from offering a very high discount and then being selective on the equipment they cover under the program? Will awardees be required to cover a certain amount of eligible equipment under the offered discount? What penalties will be in place if an awardee denies a certain number of requests to cover eligible items of equipment?

A4. A contract shall be established outlining the equipment covered in the resulting contract. The contract can be rescinded if the covered equipment is limited. The awarded Respondent shall cover the equipment as needed by the purchasing Agency or Political Subdivision. The resulting contract may be cancelled in the event that the Respondent denies requests to cover eligible item of equipment.

The award may be awarded to multiple Respondents depending on what commodities they shall cover.

Q5. Previous requirements of this contract included that the Respondent was underwritten by insurers that are a minimum A- rating and authorized to do business in the State of Iowa. Why would the State remove this risk related requirement that adds an extra layer of financial protection for the State?

A5. The State does require a minimum of an A- rating. An addendum shall be posted adding this as a requirement.

Q6. Pg. 12, Section 4.5, Specifications. Please provide what type of supportive information would be deemed as responsive to support Section 3.

A6. The Respondent provides all the information listed in the RFB. The Respondent shall be notified to provide clarifying questions if their Bid is deemed nonresponsive.

Q7. Pg. 12, Section 4.5, Terminations, Litigation, Debarment. This section states, in part, "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." Pg. 20, Attachment #1, Certification Letter. Certification Regarding Debarment, in part states, "...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." These two sections seem to be inconsistent (five years or three years). Please clarify. If this requirement does apply, how and where in the response does a Respondent offer the detailed explanation of the circumstances and is it permissible for a Respondent not to sign the certification provided an explanation is included?

A7. The Respondent can list the information on the RFB document or provide an attachment with the information.

Q8. How will the State review the Respondent's terms and conditions of coverage? Is the Offeror able to submit their coverage terms for review to be negotiated if awarded a contract (standard service agreement terms)?



Governor Kim Reynolds
Lt. Governor Adam Gregg

Adam Steen, Director

- A8. The terms on conditions for the contract are located at the link below. The Respondent shall be allowed to submit exceptions with their bid.

<https://das.iowa.gov/sites/default/files/procurement/pdf/050116%20terms%20services.pdf>



Governor Kim Reynolds
Lt. Governor Adam Gregg
Adam Steen, Director

February 9, 2022

To: All Potential Respondents
From: David Kundid, Purchasing Agent
Subject: RFB0222005069

Addendum Two

Please amend the subject RFP to include answers to the following timely received questions:

- 1) The State of Iowa requires the Respondent shall be underwritten by insurers that are a minimum A- rating and authorized to do business in the State of Iowa.
- 2) The Respondent shall provide an attachment with the a list of eligible equipment types for each category:
 - a. Office Automation
 - b. IT, Data Processing
 - c. Mail Room
 - d. Communication
 - e. Security/Alarm
 - f. Research & Investigation Lab
 - g. Facilities
 - h. Healthcare

Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).

I hereby acknowledge receipt of this addendum.

Signature

Joseph A. Fallico

Typed or Printed Name

2/16/2022

Date



Governor Kim Reynolds
Lt. Governor Adam Gregg
Adam Steen, Director

February 16, 2022

To: All Potential Respondents
From: David Kuldig, Purchasing Agent
Subject: RFB0222005069

Addendum Three

Please amend the subject RFP to include:

- 1) The State of Iowa shall allow the use of the awarded Master Agreement(s) by other state agencies, political subdivisions and other Participating Entities authorized by individual state's statutes to use state contracts are subject to approval of the respective State.

Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).

I hereby acknowledge receipt of this addendum.

Signature

A handwritten signature in black ink, appearing to read "Joseph A. Fallico", written over a horizontal line.

2/16/22
Date

Joseph A. Fallico
Typed or Printed Name