

# Event Summary - Iowa Department of Education High School Equivalency Diploma Services

<b>Type</b>	Request for Bids	<b>Number</b>	005-RFB-0358-2023
<b>Stage Title</b>	-	<b>Organization</b>	DASlowa
<b>Currency</b>	US Dollar	<b>Event Status</b>	Draft
<b>Department</b>	Administrative Services	<b>Exported on</b>	4/4/2023
<b>Exported by</b>	Julie Janssen	<b>Estimated Value</b>	-
<b>Payment Terms</b>	0% 0, Net 60		

## Bid and Evaluation

<b>Respond by Proxy</b>	Disallow	<b>Use Panel Questionnaire</b>	No
<b>Sealed Bid</b>	Yes	<b>Auto Score</b>	No
		<b>Cost Analysis</b>	No
<b>Alternate Items</b>	No	<b>Confidential Pricing</b>	No

## Visibility and Communication

**Visible to Public** Yes


### Enter a short description for this public event

*The Iowa Department of Education (DOE) is seeking a qualified bidder to provide fulfillment of all original and duplicate Iowa High School Equivalency Diploma (HSED) requests.*

## Commodity Codes

<b>Commodity Code</b>	<b>Description</b>
96628	Engraved and Embossed Awards, Bonds, Certificates, Diplomas, Stationery, etc.

## Event Dates

<b>Time Zone</b>	CDT/CST - Central Standard Time (US/Central)
<b>Released</b>	-
<b>Open</b>	4/6/2023 12:00 AM CDT
<b>Close</b>	4/20/2023 3:00 PM CDT
<b>Sealed Until</b>	4/20/2023 3:00 PM
	 Show Sealed Bid Open Date to Vendor
<b>Q&amp;A Close</b>	4/13/2023 3:00 PM CDT

## Description

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The purpose of this Request for Bids (RFB) is to solicit bids from qualified providers to provide the fulfillment of all original and duplicate Iowa High School Equivalency Diploma (HSED) requests, record management and credentialing services to the described further in this RFB to the Iowa Department of Education Division of Community Colleges and any Participating Agencies. The Iowa Department of Education Division of Community Colleges intends to award a contract(s) beginning and ending on the dates listed in the solicitation, and The Iowa Department of Education Division of Community Colleges may extend the contract(s) for up to the number of annual extensions identified in the solicitation at the sole discretion of The Iowa Department of Education Division of Community Colleges. Any contract(s) resulting from the RFB shall not be an exclusive contract.

This RFB is designed to provide Bidders with the information necessary for the preparation of competitive Bids. The RFB process is for The Iowa Department of Education Division of Community Colleges and Participating Agencies' benefit and is intended to provide The Iowa Department of Education Division of Community Colleges 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 the submission of a comprehensive Bid.

**It is advised to "Save Progress" often and especially after uploading documents.**

**NOTE: Anytime the Bidder opens their bid after the initial submission, they MUST certify and resubmit. No information will be lost from the initial submission.**

**NOTE: Bidder must approve and resubmit their bid after an amendment has been posted by the Issuing Officer. If the bid was submitted before the amendment, all information will be saved. The Bidder only needs to read and acknowledge the amendment.**

**Instructions for Amendments:** Answer the newly posted question in the Questions Section, and CERTIFY and SUBMIT your bid again (if previously submitted).

### Contract Term

The term of the contract will begin **upon award** and end on **03/31/2026**. The Agency shall have the sole option to renew the contract upon the same or more favorable terms and conditions for up to one three year extension. The resulting contract will be available to all State Agencies.

### Background

The Iowa Department of Education (IDE) Division of Community Colleges is seeking a qualified bidder to provide fulfillment of all original and duplicate Iowa High School Equivalency Diploma (HSED) requests, record management and credentialing services to the State. These services must include original and duplicate transcript requests and verification request for the Agency of the high school equivalency credential in Iowa. The focus will be on the test taker whose activities create the academic information.

This information may be used for presenting state leadership with academic information, and resources for HSED program planning. HSED – High School Equivalency is commonly known as the GED, HiSET or TASC.

The Agency is a state education agency (SEA) as defined under 20 U.S.C. 1232g(a)(3) and it is able to collect and maintain student educational records consistent with applicable state and federal laws and subject to the federal Family Educational Rights and Privacy Act (FERPA), as authorized by 20 U.S.C. §1232g(b) and 34 CFR Part 99.

The Agency currently receives these services through a Memorandum of Understanding with Diploma Sender since 2016.

Between July 1 2019 - June 30, 2022, Diploma Sender received 13,783 total paid document requests (diplomas, transcripts, and letters of verification).

1 ★ **Instructions To Vendor :**

Bidder shall read and make certifications of the their Bid.

**Certification**

Bidder certifies that they have read and agree to the terms.

**Vendor Must Also Upload a File:**

No

**Prerequisite Content:**

Bidder certifies that the contents of this Bid submitted are true and accurate. Bidder also certifies 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:

- 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.

2 ★ **Instructions To Vendor :**

Bidder shall read and authorize to release information for their Bid.

**Certification**

Bidder certifies that they have read and agree to the Authorization to Release Information.

**Vendor Must Also Upload a File:**

No

**Prerequisite Content:**

**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.

## Buyer Attachments

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Exceptions Form RFB.docx

Exceptions Form RFB.docx

../Attachments/Exceptions Form  
RFB.docx

Page1

Group 1: Form of Bid

- |      |  |   |
|------|--|---|
| 1.1  | <p>Enter the Bidder's contact information for the following Bidder staff. (name, telephone number, email address).<br/>Contract Manager<br/>IT Support and Service<br/>Billing Contact<br/>Text (Multi-Line)</p>   | ★ |
| 1.2  | <p>Enter the Bidder's State or Foreign Country of Residence.<br/>Text (Single Line)</p>  | ★ |
| 1.3  | <p>Bidder shall enter the Resident Preference given by the State or Foreign Country of the Bidder's residence. Enter the resident preference in the text box or indicate "no preference".<br/>Text (Single Line)</p>   | ★ |
| 1.4  | <p>Enter the number of years the Bidder has been in business in the text box.<br/>Numeric Text Box</p>   | ★ |
| 1.5  | <p>Enter the number of years of experience the Bidder has with providing the types of goods and/or services sought by the solicitation.<br/>Text (Single Line)</p>   | ★ |
| 1.6  | <p>Describe the level of technical experience in providing the types of goods and/or services sought by the solicitation. Enter the information in the the text box or upload a document to the Vendor Attachments Section and enter "see attached" in the text box.<br/>Text (Multi-Line)</p>   | ★ |
| 1.7  | <p>List all goods and/or services similar to those sought by this solicitation that the Bidder has provided to business or government entities. Fill out the text box or upload a document to the Vendor Attachments Section and enter "see attached" in the text box.<br/>Text (Multi-Line)</p>   | ★ |
| 1.8  | <p>The Bidder shall provide 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. Enter a contact person, telephone number and email address for each reference. Fill out the text box. If the Bidder wants to upload reference letters to the Vendor Attachments Section, enter "see attached" in the text box.<br/>Text (Multi-Line)</p> | ★ |
| 1.9  | <p>Bidder shall read, fill-out and upload the Terminations, Litigation and Debarment document.<br/>File Upload<br/>Terminations, Litigation and Debarment Document -</p>   | ★ |
| 1.10 | <p>Is the Bidder requesting confidential treatment of specific information?<br/>Yes/No</p>   | ★ |
| 1.11 | <p>A Bidder requesting confidential treatment of specific information shall fully complete the form attached. In the Items Section, mark each good or service upon which the Bidder believes confidential information appears.<br/>File Upload<br/>Form 22 - ../Attachments/QuestionAttachments/Form 22 -11.22.pdf</p>   | ★ |
| 1.12 | <p>The State of Iowa requires shipping to be FOB Destination, Freight Prepaid. Does the Bidder agree to the terms?<br/>Dropdown List (Pick One)</p>  | ★ |

Bidder agrees  
Bidder does NOT accept the Terms  
Bidder agrees but will submit exceptions

## Group 2: Terms and Conditions

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- 2.1** Bidder shall read the RFB Definitions and enter a response. ★  
Dropdown List (Pick One)  
Bidder agrees  
Bidder does NOT agree to the Definitions  
Bidder agrees but will submit exceptions  
Definitions - ../Attachments/QuestionAttachments/Definitions 11.22.pdf
- 2.2** Bidder shall read the Administrative Terms and enter a response. ★  
Dropdown List (Pick One)  
Bidder agrees  
Bidder does NOT accept the Terms & Conditions  
Bidder agrees and will submit exceptions  
Administrative Terms - ../Attachments/QuestionAttachments/Administrative Terms 11.22.pdf
- 2.3** Bidder shall read the Contract Terms & Conditions and enter a response. ★  
Dropdown List (Pick One)  
Bidder agrees  
Bidder does NOT accept the Terms & Conditions  
Bidder agrees and will submit exceptions  
Contract Terms & Conditions - ../Attachments/QuestionAttachments/Contract Terms and Conditions
- 2.4** Bidder shall read the Specification Terms and enter a response. ★  
Dropdown List (Pick One)  
Bidder agrees  
Bidder agrees but will submit exceptions  
Bidder does NOT accept the Terms  
Specifications - ../Attachments/QuestionAttachments/Specifications 11.22.pdf
- 2.5** Bidder shall read the Terms and Conditions for SERVICES and enter a response. ★  
Dropdown List (Pick One)  
Bidder agrees  
Bidder agrees but will submit exceptions  
Bidder does NOT accept the Terms  
Terms and Conditions for SERVICES - ../Attachments/QuestionAttachments/SERVICES Terms and
- 2.6** Bidder shall read the Federal Terms and Conditions and enter a response. ★  
Dropdown List (Pick One)  
Bidder agrees  
Bidder agrees but will submit exceptions  
Bidder does NOT accept the Terms & Conditions  
Federal Terms and Conditions - ../Attachments/QuestionAttachments/FEDERAL Terms and
- 2.7** Bidder shall read the Insurance Requirements and enter a response. ★  
Dropdown List (Pick One)  
Bidder agrees  
Bidder agrees but will submit exceptions  
Bidder does NOT accept the Insurance requirements  
Insurance Requirements - ../Attachments/QuestionAttachments/Insurance Requirements RFB.pdf
- 2.8** 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 resulting Contract. Bidder shall enter a response. ★  
Dropdown List (Pick One)

Bidder agrees  
The Bidder does NOT except the Terms  
Bidder agrees but will submit exceptions

2.9 Public Entities (Political Subdivisions) - The resulting Contract will be made available to Political Entities, i.e. cities, counties, and schools. Bidder shall enter a response. ★

Dropdown List (Pick One)

Bidder agrees  
Bidder does NOT accept the Terms & Conditions  
Bidder agrees but will submit exceptions

2.10 Nonprofit Entities - The resulting Contract will be made available to nonprofit entities that qualify under I.R.S. § 501 (c) provisions. Bidder shall enter a response. ★

Dropdown List (Pick One)

Bidder agrees  
Bidder does NOT accept the Terms & Conditions  
Bidder agrees but will submit exceptions

Quarterly Reporting -  
Bidder must provide the Agency and Contract Administrator the below data on a quarterly basis in Microsoft Excel:

- Number of original and duplicate diplomas requested for the quarter.
- Number of original and duplicate transcripts requested for the quarter.
- Number of verification letters requested for the quarter.
- Phone Log volume reports.
- List identifying users that have utilized call center for their requests.
- Chat Transcript history.
- Tracking the webpath of visitors (if requested).
- Total dollar amount collected for services provided for the quarter
- Breakdown on distribution of these items by email, regular mail, overnight mail, etc. Copy of database updates for the preceding quarter in order for Agency to continue to maintain its own copy of high school equivalency database which must continue to be the database of record.
- Relevant analytics that mine customer service data to improve delivery.

2.11 ★

Dropdown List (Pick One)

Bidder agrees  
Bidder does NOT except the Terms  
Bidder agrees but will submit exceptions

2.12 Administrative Fee - In addition to the approved discounts or prices specified in the solicitation herein, the Bidder shall pay to the Agency a 1.00% Administrative Fee on all sales made against the resulting Contract. The fee shall be paid quarterly to the Iowa Department of Administrative Services. Bidder shall enter a response. ★

Dropdown List (Pick One)

Bidder agrees  
Bidder agrees but will submit exceptions  
Bidder does NOT accept the Terms

### Group 3: Payment Terms

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3.1 Payment Terms - Per Iowa Code § 8A.514 the State of Iowa is allowed sixty (60) days to pay an invoice submitted by a Bidder. Does the Bidder agree to the terms? ★

Dropdown List (Pick One)

Bidder agrees  
Bidder does NOT except the Terms  
Bidder agrees but will submit exceptions

3.2 What discount will the Bidder give for payment in 15 days? Enter the discount in the text box. If none, enter zero. ★

Numeric Text Box

3.3 What discount will the Bidder give for payment in 30 days? Enter the discount in the text box. If none, enter zero. ★

Numeric Text Box

3.4 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 Terms of Pcard Acceptance. ★  
 Dropdown List (Pick One)  
 Bidder agrees  
 Bidder does NOT Except the Terms  
 Bidder agrees but will submit exceptions  
 P-Card Acceptance - ../Attachments/QuestionAttachments/Terms of Pcard Acceptance 11.22.pdf

3.5 Collection of Fees - All services provided by Bidder to and on behalf of the State must be at no charge to the State. All revenue earned by the Bidder will be derived from fees paid by test takers/completers and third party organizations and agencies. ★  
 Yes/No

3.6 Collection of Fees - An original transcript must be provided for free with the issuance of the original diploma. ★  
 Yes/No

3.7 Collection of Fees - Bidder must collect the authorized fees per transaction for original and duplicate diplomas, duplicate transcripts, and verification letters. Bidder must provide their fees in service lines in IMPACS Electronic Procurement System. ★  
 Yes/No

**Group 4: Scope of Service Specifications**

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4.1 The bidder must accurately and quickly provide a fraud resistant, official and legal presentation of an academic record in the prescribed document format. See Exhibit A - Iowa High School Equivalency Diploma specifications. ★  
 Yes/No

4.2 The bidder must be able to provide all original and duplicate transcripts, original and duplicate diplomas, and verification requests for Iowa HSED recipients. ★  
 Yes/No

4.3 The bidder must be able to provide all original and duplicate Iowa HSED requests, original and duplicate transcript requests, and verification requests for the Agency. ★  
 Yes/No

4.4 Bidder must be able to provide documents by email, United States Postal Service, UPS and Fedex. ★  
 Yes/No

4.5 The bidder must work with the Agency to establish a link with PSI-HiSET to update the bidder's database of Iowa HiSET test takers on a daily or nightly basis and must upload all historical test taker information from the Agency. ★  
 Yes/No

4.6 The bidder must have the ability to collect/receive all historical documentation from the 15 community colleges (paper records and microfiche) in order to have additional records regarding Iowa test takers that may not be included in the state's historical database. These materials, and any subsequent material, must be picked up at a mutually agreed upon location. ★  
 Yes/No

4.7 Bidder must organize academic history associated with a test taker by gathering all known sources of physical and electronic information to provide a result of a single academic record assembled from all information sources. ★  
 Yes/No

4.8 Bidder must have relationships with various third party organizations, government agencies and correctional officials, state administration and publishers with the agencies who services and organize the academic information to improve the delivery of this information and services. ★

Yes/No

- 4.9 All records (to include, but not limited to, electronic files, paper files, hard drives, CD's, etc.) must be provided to the State upon termination of the Agreement.

Yes/No

- 4.10 Bidder must list any subcontractors that will be used to comply with solicitation requirements in Bid Response. No subcontractors must be allowed without the explicit written consent of the Department of Administrative Services. ★

Text (Multi-Line)

- 4.11 Strict standards for confidentiality of records must be maintained in accordance with the law. All material and information, regardless of form, medium or method of communication, provided to Bidder by the Agency or acquired by Bidder on behalf of the Agency must be regarded as confidential information in accordance with the provisions of Iowa State law and ethical standards and must not be disclosed. All necessary steps must be taken by Bidder to safeguard the confidentiality of such material or information in conformance with Iowa State law and ethical standards. ★

Yes/No

### Group 5: Transmittal and Expediting Specifications

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- 5.1 Bidder must provide the following 7 core features as part of the transmittal and expediting of electronic and paper Iowa HSED original and duplicate diploma and original and duplicate transcripts to any global destination. ★

Yes/No

- 5.2 Make a subscription service available online for commercial businesses, post-secondary education institutions and military services to create customized subscription accounts which the test taker may use to authorize the agencies access to the test taker's Iowa HSED and transcript documents. ★

Yes/No

- 5.3 Provide document bar-code security ensuring Iowa HSED documents are uniquely identified with both the test takers identity set listed below and associates these security features to the date-time-stamp which appears on each Iowa HSED and transcript document. ★
- Name
  - Date of birth
  - Social security number
  - The recipient's name and address (physical address or email or fax)

Yes/No

- 5.4 Provide document tracking which creates an audit trail of activity that is viewable to the Iowa HSED test taker and includes the below information: ★
- Document reference number,
  - Document type,
  - Recipient name and/or email, fax, physical address
  - Date-time-stamp when the document is created
  - Document's delivery status.

Yes/No

- 5.5 Provide a call center staffed by researchers/subject matter experts who have specialized skills and knowledge for interpreting, data mining, and explaining Iowa HSED data records in the context of Iowa HSED test policy, including but not limited to: ★
- Scoring rules
  - Combine language rules
  - Retesting rules
  - All series of the Iowa HSED tests

Yes/No

- 5.6 Provide a secure database which is the centralized storage of information of Iowa HSED test series data from 1942 to the present and continue for the duration of the resulting contract. The database must be compatible with the paper and computer based testing records as well as the new Iowa HSED test series released in 2014 by PSI-HiSET (HiSET). The Agency will require access/login to the database and approve any other user access besides Bidder. ★

Yes/No

- 5.7 Available real time reporting of the most recent score results which update the existing test taker records as a result of:
- Retesting scores
  - New test scores
  - Address changes
  - Corrections to test taker identity
  - Changes to data resulting from administrative waivers of policy

Yes/No

- 5.8 Availability to migrate all document and record types including digital, CD, DVD, PDF, analog, index card, journal, and microfiche into a single database for optimized, unified, fast, and simple data management.

Yes/No

### Group 6: Online and Web Portal Specifications

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- 6.1 Provide jurisdictional authorized users a process supported in the online web application to provide labels and terms currently used by the Agency.

Yes/No

- 6.2 Be designed to support alternative paths to HSED completion and capture key information, searches and present possible matches.

Yes/No

- 6.3 Provide notifications to alert users when one or more of the possible matches have an academic record.

Yes/No

- 6.4 After accepting the possible match or creating a new record, must allow the user to add contact details, address and supporting documentation.

Yes/No

- 6.5 Initiate a process after submitting the record which adds academic history and a credential to the academic record

Yes/No

- 6.6 All the submission process to trigger an electronic notification to the academic record holder and distribute the HSED credential.

Yes/No

- 6.7 Bidder must provide digital accessibility and ADA consulting and compliance in accordance with all federal and local laws, ordinances, statutes, and regulation requirements. Bidder must provide document accessibility services for pdf, PowerPoint, excel and other file types.

Yes/No

### Group 7: Implementation Timeline Specifications

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- 7.1 Provide their implementation strategy including on-site coordination and support services, best practice consulting options and professional services.

Text (Multi-Line)

- 7.2 Identify any third-party subcontractor involved the implementation. Indicate N/A if no subcontractor involved.

Text (Multi-Line)

- 7.3 Bidder must be able to transmit all historical and current diplomas, certifications, transcripts and records from incumbent vendor.

Yes/No

- 7.4 Indicate the skills and time required by Agency personnel for initial implementation.

Text (Multi-Line)

7.5 Provide an estimate of Agency personnel time required to complete in Bid response. ★  
Text (Multi-Line)

7.6 Provide an implementation schedule, based on weekly milestones (not dates). ★  
File Upload

### Group 8: Customer Service Specifications

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8.1 Answers to test taker questions about documents, distribution, Personally Identifiable Information (Hereinafter "PII") and academic record. ★  
Yes/No

8.2 Test taker access to their own academic information, providing the ability for the test taker to view or modify personal contact information, challenge the accuracy of the academic information and obtain official documentation. ★  
Yes/No

8.3 Keep a record of customer support history by merging phone, email and chat conversations organized by date or type. This history must be easily accessible to the authorized user and test taker. ★  
Yes/No

### Group 9: Data Usage Specifications

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9.1 Data Storage and Safeguarding: Bidder must be responsible for storing, securing and safeguarding the data received from Agency. ★  
Yes/No

9.2 Compliance: With respect to the data provided by Agency to Bidder must comply with the federal Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. §1232g, its implementing regulations, 34 CFR Part 99, and any amendments to that law or regulations and any other applicable federal, state or local laws or regulations. Bidder must regard all personally identifiable student information under this agreement as confidential and must not disclose it to any third party without consent, unless FERPA permits disclosure without consent. With reference to such records, Bidder is under the direct control of Agency with respect to the use and maintenance of said education records. ★  
Yes/No

9.3 Access: Bidder must not permit Authorized Users to use data in a manner that violates the terms of the resulting Contract. ★  
Yes/No

9.4 Bidder must instruct all its personnel performing duties with access to Agency data regarding FERPA, data security, confidentiality requirements and the provisions contained in this solicitation, including safeguards and sanctions imposed by federal and state law for unauthorized disclosure of State data. ★  
Yes/No

### Group 10: Secure Transfer of Data Specifications

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10.1 Bidder must receive a data transfer on a daily basis from any publisher authorized by the Agency to provide assessment. The publisher is responsible for transmitting the data to a Secure File Transfer Protocol (hereinafter "SFTP") site provided and maintained by Bidder or the publisher is to allow Bidder to access a secure SFTP site maintained by the publisher. ★  
a. Data is transmitted as XML files in an agreed upon schema.  
b. The daily transfer is scheduled at a mutually agreed time.  
c. There are no costs associated with data transmission.  
Yes/No

10.2 Bidder must upload pre-2002 HSE assessment results. Files of electronic pre-2002 data from the Agency must be transferred to Bidder via a secure method agreed upon by both parties. Bidder recognizes there are multiple data files from multiple providers, including the State historic HSED assessment scoring service, test centers and the Agency office. Paper records stored in the Agency facilities must be transferred to Bidder and no longer accessible by Agency personnel. ★

Yes/No

- 10.3 Bidder must be the final repository for all HSED assessment records and is solely liable for the security of the records in its possession. The Agency will exercise all necessary means to ensure all records are transferred to Bidder in the manner set forth herein. ★

Yes/No

- 10.4 Bidder must provide the database of record for all Agency HSED assessment test data and Bidder must store the information regarding all Agency HSED assessment test data for all publishers and all test series data from 1942 to the present legally and in a centralized location. Bidder will be the exclusive provider of HSED document fulfillment for the Agency. The Agency agrees to take any and all action necessary, including legal action, to prohibit any other entity from exercising the authority granted to Bidder under this Agreement. ★

Yes/No

- 10.5 Bidder agrees to an initial one-time pickup of physical records free of charge at a time and location mutually agreed upon by the Parties. The State must be responsible for securely transferring to Bidder any physical documents identified after the initial one-time pickup opportunity. Bidder is not responsible for any records lost or damaged in transit after the initial one-time pickup opportunity. ★

Yes/No

- 10.6 The Agency data must be transmitted from Agency to Bidder in an encrypted, secure manner. Bidder must take precautions to ensure that the Agency data is used in a physically and electronically secure manner. For purposes of this solicitation, "use" means to receive, to save, to display, to transmit, to process, to store and to destroy. Bidder must comply with the National Institute of Standards and Technology's Recommended Security Controls for Federal Information Systems and Organizations. See <https://nvd.nist.gov/800-53>. ★

Yes/No

**Group 11: Applicability of the Family Educational Rights and Privacy Act, 20 U.S.C. § 1232g ("FERPA").**

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- 11.1 Applicability of the Family Educational Rights and Privacy Act, 20 U.S.C. § 1232g ("FERPA"). The Iowa Department of Education has determined that Bidder is a school official under FERPA's school official exception to consent, which permits the disclosure of personally identifiable information ("PII") from education records to contractors, consultants, volunteers, or other third parties without parental or eligible student consent. ★

Yes/No

- 11.2 The Department has determined, under that exception, that Bidder  
1. Performs an institutional service or function for which the Department would otherwise use employees;  
2. Has a legitimate educational interest in the education records;  
3. Is under the direct control of the Department with respect to the use and maintenance of education records; and  
4. Uses education records only for authorized purposes and may not re-disclose PII from education records to other parties, unless Bidder has specific authorization from the Department to do so and it is otherwise permitted by FERPA. ★

Yes/No

- 11.3 When PII from education records is disclosed to Bidder, FERPA still governs its use, and the Department remains responsible for its protection. ★

Yes/No

- 11.4 Bidder may only use PII from education records disclosed under FERPA's school official exception to consent for the purposes authorized by the Department. ★

Yes/No

- 11.5 Bidder shall maintain appropriate data security measures as required in other clauses in this contract. ★

Yes/No

- 11.6 Bidder shall respond to all requests from the Agency to verify its compliance with this clause. ★

Yes/No

11.7 The Agency may take any action allowed under this contract for breach of this clause. ★  
Yes/No

11.8 Upon termination of this contract, Bidder will transfer all PII received from the Department in a manner consistent with this contract. ★  
Yes/No

**Group 12: Confidentiality of Records Specifications**

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12.1 Audit - Agency may make independent on-site inspections and audits or other provisions to ensure that the safeguards described above are being maintained by Bidder. Agency reserves the right to conduct audits of Bidder's policies, procedures and systems that are involved in processing and/or safeguarding the shared PII and accompanying data. ★  
Yes/No

12.2 Data Breach Response Plan- After it becomes aware of or suspects that any PII received has been subject to a Confidential Information Breach, Bidder must: 1. Notify Agency of such Confidential Information Breach as soon as practicable, but no more than 24 hours after discovery of the Confidential Information Breach. 2. (ii) Promptly investigate the Confidential Information Breach and provide Agency with detailed information about the Confidential Information Breach. Unless the parties agree otherwise, Bidder must be responsible, at its expense, for notifying affected individuals of the Confidential Information Breach as required by law (including but not limited to Iowa Code Chapter 715C) or as mutually agreed upon by the parties. Bidder must, at its expense, take reasonable steps to mitigate the effects and to minimize any damage resulting from the Confidential Information Breach. ★  
Yes/No

12.3 Termination for Breach in Confidentiality. - Whenever Agency, in its reasonable judgment, concludes a breach of confidentiality of PII provided under this Agreement has occurred, or may occur in the future, Agency may suspend providing data to Bidder. Agency must notify Bidder prior to suspending the provision of data of the circumstances surrounding Agency's decision to suspend unless the circumstances (as determined in Agency's reasonable discretion) warrant immediate suspension, in which case Agency must provide the notification to Bidder within two business days of the commencement of the suspension. Agency must resume providing data if Bidder cures the breach or potential breach of confidentiality to Agency's satisfaction. In the event the breach or potential breach of the confidentiality cannot be cured to the satisfaction of Agency, then Agency may terminate the Agreement by providing thirty (30) days written notice to Bidder. ★  
Yes/No

## Service Line Items

★ Required Service Line Items

**Group S1: Bid Specifications. Bidder must satisfy all the specifications to be deemed a Responsible Bidder.**

#	Item Name, Commodity Code, Description	Qty.	UOM	Target Price	Allow Alternates	Requested Service Delivery
S1.1	Initial/Original Certificate and Transcript to Test Taker/Completer 96628 - Engraved and Embossed Awards, Bonds, Certificates, Diplomas, Stationery, etc. /	★ 1	EA - Each	-		-
S1.2	Documents available to Test Takers/Completers 96628 - Engraved and Embossed Awards, Bonds, Certificates, Diplomas, Stationery, etc. / These will include all of the following transcripts and diplomas: GED Pre-2002 Series GED 2002 Series HiSet Alternative Pathways Community College AA Program Foreign Diploma	★ 1	EA - Each	-		-
S1.3	Transcripts available to accredited third party agencies 96628 - Engraved and Embossed Awards, Bonds, Certificates, Diplomas, Stationery, etc. /	★ 1	EA - Each	-		-
S1.4	Letters of Verification to third party agencies 96628 - Engraved and Embossed Awards, Bonds, Certificates, Diplomas, Stationery, etc. /	★ 1	EA - Each	-		-
S1.5	Data Migration 96628 - Engraved and Embossed Awards, Bonds, Certificates, Diplomas, Stationery, etc. / The means and expense associated with the return of All records (to include, but not limited to, electronic files, paper files, hard drives, CD's, etc.) must be provided to the State upon termination of the Agreement.	1	EA - Each	-		-
S1.6	Other Services	★ 1	EA - Each	-		-
S1.7	Other Services	★ 1	EA - Each	-		-

# Vendors

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## GED Works

Progress      Invitation Unaccepted

[storehelp@ged.com](mailto:storehelp@ged.com)

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## Diploma Sender

Progress      Invitation Unaccepted

[Paul.Hughey@diplomasender.com](mailto:Paul.Hughey@diplomasender.com)

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## Diploma Sender

Progress      Invitation Unaccepted

[abigail.hughey@diplomasender.com](mailto:abigail.hughey@diplomasender.com)

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## Parchment

Progress      Invitation Unaccepted

[diplomaprints@parchment.com](mailto:diplomaprints@parchment.com)

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