

	LILAC, LLC
Response Notes	
Total Bid	60.00
Subtotal: Required Items	60.00
Service Line Items	60.00
Group S1: Bid Specifications. Bidder must satisfy all the specifications to be deemed a Responsible Bidder.	60.00
S1.1 Initial/Original Certificate and Transcript to Test Taker/Completer	
Unit Price	0.00
Item Total Price	0.00
Commodity Code	96628 - Engraved and Embossed Awards, Bonds, Certificates, Diplomas, Stationery, etc.
Description	
Quantity	1.00
Estimated Service Start Dates	4/20/2023
Estimated Service End Dates	4/20/2053
S1.2 Documents available to Test Takers/Completers	
Unit Price	20.00
Item Total Price	20.00
Commodity Code	96628 - Engraved and Embossed Awards, Bonds, Certificates, Diplomas, Stationery, etc.
Description	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
Quantity	1.00
Estimated Service Start Dates	4/20/2023
Estimated Service End Dates	4/20/2050
S1.3 Transcripts available to accredited third party agencies	
Unit Price	20.00
Item Total Price	20.00
Commodity Code	96628 - Engraved and Embossed Awards, Bonds, Certificates, Diplomas, Stationery, etc.
Description	
Quantity	1.00
Estimated Service Start Dates	4/20/2023
Estimated Service End Dates	4/20/2050
S1.4 Letters of Verification to third party agencies	
Unit Price	20.00
Item Total Price	20.00
Commodity Code	96628 - Engraved and Embossed Awards, Bonds, Certificates, Diplomas, Stationery, etc.
Description	
Quantity	1.00
Estimated Service Start Dates	4/20/2023
Estimated Service End Dates	4/20/2050
S1.5 Data Migration	
Unit Price	0.00
Item Total Price	0.00
Commodity Code	96628 - Engraved and Embossed Awards, Bonds, Certificates, Diplomas, Stationery, etc.

Description	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.
Quantity	1.00
Estimated Service Start Dates	4/20/2023
Estimated Service End Dates	4/20/2050
S1.6 Other Services	
Unit Price	0.00
Item Total Price	0.00
Commodity Code	-
Description	
Quantity	1.00
Estimated Service Start Dates	4/20/2023
Estimated Service End Dates	4/20/2050
Comment (Optional)	Total Transcript and associated access to and use of GPI and Grade as described in the attached HSE Services document.
S1.7 Other Services	
Unit Price	0.00
Item Total Price	0.00
Commodity Code	-
Description	
Quantity	1.00
Estimated Service Start Dates	4/20/2023
Estimated Service End Dates	4/20/2050
Comment (Optional)	Boarding Pass as described in the attached HSE Services document.
Questions	
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Group 1: Form of Bid	
1.1 Enter the Bidder's contact information for the following Bidder staff. (name, telephone number, email address). Contract Manager IT Support and Service Billing Contact	Jason Beard - Contract Manager - jason.beard@diplomasender.com; not available Forrest Haynes - IT Director - forrest.haynes@diplomasender.com; 405-401-5448 Lori Hughey - Finance Director - lori.hughey@diplomasender.com; 405-596-6716
1.2 Enter the Bidder's State or Foreign Country of Residence.	Oklahoma
1.3 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".	No preference
1.4 Enter the number of years the Bidder has been in business in the text box.	13.00
1.5 Enter the number of years of experience the Bidder has with providing the types of goods and/or services sought by the solicitation.	13
1.6 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.	See Attached HSE Services Document
1.7 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.	100% have been and are provided to other government entities.
1.8 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.	See Attached
1.9 Bidder shall read, fill-out and upload the Terminations, Litigation and Debarment document.	<a href="#">Terminations Litigation and Debarment Document</a>

1.10 Is the Bidder requesting confidential treatment of specific information?	No
1.11 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.	
1.12 The State of Iowa requires shipping to be FOB Destination, Freight Prepaid. Does the Bidder agree to the terms?	Bidder agrees
<b>Group 2: Terms and Conditions</b>	
2.1 Bidder shall read the RFB Definitions and enter a response.	Bidder agrees
2.2 Bidder shall read the Administrative Terms and enter a response.	Bidder agrees
2.3 Bidder shall read the Contract Terms & Conditions and enter a response.	Bidder agrees
2.4 Bidder shall read the Specification Terms and enter a response.	Bidder agrees
2.5 Bidder shall read the Terms and Conditions for SERVICES and enter a response.	Bidder agrees but will submit exceptions
2.6 Bidder shall read the Federal Terms and Conditions and enter a response.	Bidder agrees
2.7 Bidder shall read the Insurance Requirements and enter a response.	Bidder agrees
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.	Bidder agrees
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.	Bidder agrees
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.	Bidder agrees
2.11 Quarterly Reporting - Bidder must provide the Agency and Contract Administrator the below data on a quarterly basis in Microsoft Excel: <ul style="list-style-type: none"> <li>•Number of original and duplicate diplomas requested for the quarter.</li> <li>•Number of original and duplicate transcripts requested for the quarter.</li> <li>•Number of verification letters requested for the quarter.</li> <li>•Phone Log volume reports.</li> <li>•List identifying users that have utilized call center for their requests.</li> <li>•Chat Transcript history.</li> <li>•Tracking the webpath of visitors (if requested).</li> <li>•Total dollar amount collected for services provided for the quarter</li> <li>•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.</li> <li>•Relevant analytics that mine customer service data to improve delivery.</li> </ul>	Bidder agrees
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.	Bidder agrees but will submit exceptions
<b>Group 3: Payment Terms</b>	
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?	Bidder agrees
3.2 What discount will the Bidder give for payment in 15 days? Enter the discount in the text box. If none, enter zero.	0.00
3.3 What discount will the Bidder give for payment in 30 days? Enter the discount in the text box. If none, enter zero.	0.00
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.	Bidder agrees

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
3.6 Collection of Fees - An original transcript must be provided for free with the issuance of the original diploma.	Yes
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
<b>Group 4: Scope of Service Specifications</b>	
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
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
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
4.4 Bidder must be able to provide documents by email, United States Postal Service, UPS and Fedex.	Yes
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
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
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
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
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
4.10 Bidder must list any subcontractors that will be 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.	N/A
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
<b>Group 5: Transmittal and Expediting Specifications</b>	
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
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

<p>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.</p> <ul style="list-style-type: none"> <li>•Name</li> <li>•Date of birth</li> <li>•Social security number</li> <li>•The recipient's name and address (physical address or email or fax)</li> </ul>	Yes
<p>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:</p> <ul style="list-style-type: none"> <li>•Document reference number,</li> <li>•Document type,</li> <li>•Recipient name and/or email, fax, physical address</li> <li>•Date-time-stamp when the document is created</li> <li>•Document's delivery status.</li> </ul>	Yes
<p>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:</p> <ul style="list-style-type: none"> <li>•Scoring rules</li> <li>•Combine language rules</li> <li>•Retesting rules</li> <li>•All series of the Iowa HSED tests</li> </ul>	Yes
<p>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.</p>	Yes
<p>5.7 Available real time reporting of the most recent score results which update the existing test taker records as a result of:</p> <ul style="list-style-type: none"> <li>•Retesting scores</li> <li>•New test scores</li> <li>•Address changes</li> <li>•Corrections to test taker identity</li> <li>•Changes to data resulting from administrative waivers of policy</li> </ul>	Yes
<p>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.</p>	Yes
<b>Group 6: Online and Web Portal Specifications</b>	
<p>6.1 Provide jurisdictional authorized users a process supported in the online web application to provide labels and terms currently used by the Agency.</p>	Yes
<p>6.2 Be designed to support alternative paths to HSED completion and capture key information, searches and present possible matches.</p>	Yes
<p>6.3 Provide notifications to alert users when one or more of the possible matches have an academic record.</p>	Yes
<p>6.4 After accepting the possible match or creating a new record, must allow the user to add contact details, address and supporting documentation.</p>	Yes
<p>6.5 Initiate a process after submitting the record which adds academic history and a credential to the academic record</p>	Yes
<p>6.6 All the submission process to trigger an electronic notification to the academic record holder and distribute the HSED credential.</p>	Yes
<p>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.</p>	Yes
<b>Group 7: Implementation Timeline Specifications</b>	

<p>7.1 Provide their implementation strategy including on-site coordination and support services, best practice consulting options and professional services.</p>	<p>See Attachment: The complete implementation and timeline response exceeds 2500 characters. DS Feature Approach: At the core of the DS implementation approach are four components which are common to all jurisdictions. The core includes collecting all of the academic records, designing the official documents, collecting policy rules, and communicating the transition to key stakeholders. Explaining how each of these four components are accomplished are necessary details which appear elsewhere. However, the overall implementation approach is critical to appreciating the details. Implementation strategy appears in the attachment section: "Implementation Approach and Timeline DS Feature Timeline: The following three (3) events are on the critical path for the timeline. These three (3) events determine the length of time in days to complete implementation of DS services. Database Migration. For each database, DS anticipates seven (7) days*. NOTE: Database migration runs concurrently with Document Design and Policy Rules Document Design. DS estimates five (5) days for document design and approval. NOTE: Document Design runs concurrently with Database Migration and Policy Rules. Policy Rules. DS estimates five (5) days to research and verifying the testing and credentialing policy rules. NOTE: Policy Rules runs concurrently with Database Migration and Document Design. Seven (7) days is the total time required to complete implementation. On the eighth (8th) day, DS services go live. Database migration is the most intensive and often the longest leg of the implementation. The go live date can be determined when the database is transferred to DS. In addition to the three (3) critical path events there are other implementation events. Occurring concurrently with the events on the critical path, DS provides orientation for key users, for example: correctional officials, educational providers, jurisdictional employees, and test center administrators. DS contributes website tools for use on the jurisdictions HSE website; verbiage for communicating the transition; and recommendations for phone and email response to direct questions to DS. *In the case where the state has two (2) databases the timeline for loading the database would be seven (7) days for a total of fourteen (14) days. Each Database Migration is sequential to each other Database Migration.</p>
<p>7.2 Identify any third-party subcontractor involved the implementation. Indicate N/A if no subcontractor involved.</p>	<p>N/A</p>
<p>7.3 Bidder must be able to transmit all historical and current diplomas, certifications, transcripts and records from incumbent vendor.</p>	<p>Yes</p>
<p>7.4 Indicate the skills and time required by Agency personnel for initial implementation.</p>	<p>N/A The initial implementation has been completed because DiplomaSender is the current vendor for HSE services. No further implementation skills nor additional time are required to implement DS HSE services in Iowa. However, if implementation were to be required, the implementation requires state leadership in IT and HSE administration.</p>
<p>7.5 Provide an estimate of Agency personnel time required to complete in Bid response.</p>	<p>N/A The initial implementation has been completed because DiplomaSender is the current vendor for HSE services. No further time is required to implement DS HSE services in Iowa. However, if implementation were to be required, the implementation requires 7 to 10 hours of state HSE administration and 3 hours of IT leadership.</p>
<p>7.6 Provide an implementation schedule, based on weekly milestones (not dates).</p>	<p><a href="#">Implementation Schedule</a></p>
<p><b>Group 8: Customer Service Specifications</b></p>	
<p>8.1 Answers to test taker questions about documents, distribution, Personally Identifiable Information (Hereinafter "PII") and academic record.</p>	<p>Yes</p>
<p>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.</p>	<p>Yes</p>
<p>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.</p>	<p>Yes</p>

Group 9: Data Usage Specifications	
9.1 Data Storage and Safeguarding: Bidder must be responsible for storing, securing and safeguarding the data received from Agency.	Yes
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
9.3 Access: Bidder must not permit Authorized Users to use data in a manner that violates the terms of the resulting Contract.	Yes
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
Group 10: Secure Transfer of Data Specifications	
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
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
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
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
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
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 <a href="https://nvd.nist.gov/800-53">https://nvd.nist.gov/800-53</a> .	Yes
Group 11: Applicability of the Family Educational Rights and Privacy Act, 20 U.S.C. § 1232g ("FERPA").	

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
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
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
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
11.5 Bidder shall maintain appropriate data security measures as required in other clauses in this contract.	Yes
11.6 Bidder shall respond to all requests from the Agency to verify its compliance with this clause.	Yes
11.7 The Agency may take any action allowed under this contract for breach of this clause.	Yes
11.8 Upon termination of this contract, Bidder will transfer all PII received from the Department in a manner consistent with this contract.	Yes
<b>Group 12: Confidentiality of Records Specifications</b>	
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
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
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