

**REQUEST FOR QUOTATION**

<b>PROJECT TITLE:</b>	<b>Random Moment Sampling System and Title IV-E Administrative Claim Support</b>
<b>REFERENCE NUMBER:</b>	RFQ RMS 100620
<b>ISSUED BY:</b>	Chad Jensen, Director of Juvenile Court Services
<b>DATE OF ISSUE:</b>	Tuesday, October 6, 2020
<b>CONTACT DETAILS:</b>	Iowa Judicial Branch (IJB) 1111 East Court Avenue Des Moines, IA 50319 chad.jensen@iowacourts.gov
<b>QUOTATION RETURN DATE AND TIME:</b>	Friday, November 13, 2020 no later than 5:00 PM CST
<b>DOCUMENTATION REQUIRED:</b>	An electronic submission broken out as outlined below. Submissions must include the completed RFQ Vendor Response Form posted with this RFQ and any supporting documentation required.

**DETAILS**

**1. SUMMARY**

This RFQ seeks a vendor to assist Juvenile Court Services (JCS) within the Iowa Judicial Branch (IJB) in the State of Iowa with accurate Title IV-E documentation, record retention, and the quarterly IV-E Administrative claim compilation to ensure compliance with current federal and state Title IV-E guidelines. These efforts will include the following activities: web-based time study development and implementation as well as monitoring, preparing or enhancing the claim, assisting JCS with submittals, assisting JCS if audited, for claims on which the selected vendor assisted, and training programs, including evaluation and recommendations for improvement.

Both the state and federal government share the cost burden for administering public assistance programs. In 2018, the Family First Prevention Services Act was passed. This act reformed the federal child welfare financing streams, Title IV-E and Title IV-B of the Social Security Act, to provide services to families who are at risk of entering the child welfare system. The bill's goal is to prevent children from entering foster care by allowing federal reimbursement for mental health services, substance use treatment, and in-home parenting skill training. It also seeks to improve the well-being of children already in foster care by incentivizing states to reduce placement of children in congregate care.

In Iowa, the Department of Human Services (DHS) is the designated FFPSA Title IV-E state agency responsible for the administration of all foster and group care programs. The federal Title IV-E program provides funds to support staff work activities that ensure timely and quality services are delivered to children and youth who are at risk of being placed in foster care or who are placed in foster care. Claims for administrative costs under Title IV-E help to pay for staff administration, salaries, training, supplies, and related expenses.

JCS has been tasked to serve the welfare of children and their families within a sound framework of public safety. JCS is committed to providing the guidance, structure and services needed by every child under its supervision. Participation in Title IV-E claiming will provide JCS with an additional funding source that can be utilized to develop and enhance youth and family programming and services.

Beginning in FY2020, state and tribal Title IV-E agencies are able to claim federal reimbursement at the 50 percent FFP rate for certain administrative activities related to the proper and efficient administration of the Title IV-E Prevention Program. These include activities to develop necessary processes and procedures to establish and implement the provision of prevention services and programs for eligible individuals, policy development, program management, and data collection and reporting.

Additionally, the Title IV-E agency may claim federal reimbursement at 50 percent FFP for allowable child-specific administrative activities, such as verification and documentation of program eligibility and activities that comport with or are closely related to one of the listed activities in 45 CFR 1356.60(c)(2), which include:

- Referral to services;
- Preparation for and participation in judicial determinations;
- Placement of the child;
- Development of the case plan;
- Case reviews;
- Case management and supervision;
- Rate setting;
- A proportionate share of related agency overhead; and
- Costs related to data collection and reporting.<sup>1</sup>

JCS has the ability to work cooperatively with Iowa DHS to claim federal reimbursement for allowable administrative costs and training expenses related to the effective management of the Title IV-E Foster Care Program for youth involved in the juvenile justice system. However, in order to do this, JCS needs the selected vendor to assist JCS in establishing a Cost Allocation Procedure (CAP) that would be approved by both DHS and federal partners and conform with the requirements set forth in **2 CFR Part 225** and **45 CFR Part 95**, as well as **ASMB C-10**.

The adoption of a Random Moment Sampling (RMS) system would satisfy both state and federal requirements as an acceptable CAP for JCS. It is a statistically validated tool that, on a quarterly

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<sup>1</sup> Children's Defense Fund (2020). Implementing the Family First Prevention Services Act: A Technical Guide for Agencies, Policymakers and Other Stakeholders.

basis, tracks the time a sample group of employees spend working on various programs. The RMS software would be applied to the population of JCS employees engaged in Title IV-E eligible reimbursable work activities to delineate the amount of time spent working on those activities. The RMS system would then select the employee, date, and time for the observation to be performed in each district. The employee's responses to the polls would then be recorded. The results of the poll responses are calculated and provide a statistically valid means of determining what portion of the sample's time is spent performing tasks that are reimbursable by the federal government. The information derived from the RMS calculations serves as the basis for allocation of expenditures and appropriate claiming for federal reimbursement.

The selected vendor must provide a statistically valid and federally compliant RMS product suitable for enabling JCS to accurately claim appropriate reimbursement for its IV-E administrative work. The RMS system must be a vendor-hosted system, accessible via the internet by JCS PCs, tablets, and smart-phones. The selected vendor will be responsible for all aspects of application and data security; accessibility; server upgrades and patching; JCS-acceptance of application or service changes prior to implementation.

The RMS system must provide secure authentication of participants, without requiring participants to log in, who must respond to an electronic request for sampling. Participant notification to provide a moment sample is to be via email that links the participant to a website where the participant can input information, in a multiple-choice fashion, choosing from pre-defined responses. Participants must receive an immediate confirmation that their sample has been recorded successfully. Free-text comments must be permissible where desired by JCS, and comments must be stored in a manner that makes the comments available to JCS enhanced-permission users on demand. The RMS system must track responses and follow up at JCS-specified intervals by sending an email reminder to non-responsive users.

The selected vendor must be able to provide reports on the data collection via RMS that must be available to designated JCS users on demand. Standard reports that sort and display data in ways most commonly requested by human service agencies are required. Additional JCS-configurable reports, defined by JCS needs, detailed in a script, developed by the selected vendor in conjunction with JCS is required.

The RMS system must enable each participant to enter completed Random Moment Activity Surveys (RMAS) into the system and to tabulate, validate, and analyze the data. The system must also allow JCS to produce printed copies of the results at any time during the reporting period and must assist JCS in determining the costs to be charged to Title IV-E administrative claiming.

IJB currently anticipates that the duration of any resulting contract will be for an initial period of 2 years from the effective date of execution. IJB will have the sole option to extend the contract upon the same or more favorable terms and conditions following expiration of the initial 2 year period by providing the selected Respondent with written notice for a total of four, one-year extensions. The resulting contract may be terminated at IJB's discretion, with or without cause, after thirty (30) days written notice to the Respondent, or in the event of a change in law or insufficient funds, or as may otherwise be provided in any resulting contract.

## 2. OBJECTIVES

**2.1** To procure, as a service, an online and email based RMS system that meets all federal and state requirements and accurately allocates JCS Title IV-E allowable costs.

**2.2** To ensure JCS is equitably reimbursed by the Title IV-E program for all allowable Title IV-E direct and indirect administrative costs.

**2.3** To ensure all JCS staff are adequately trained in how to accurately respond to RMAS, as well as the importance of timely responses to RMAS to ensure maximum federal reimbursement.

## 3. REQUIREMENTS

Vendors responding must acknowledge an affirmative answer confirming your company and solution proposed meet all of the requirements on the Vendor Response Form posted with this RFQ, providing details when prompted to describe specific items.

Only quotations that meet all requirements will be considered responsive.

### A. **Vendor Experience.** The vendor must have:

- A.1. Experience establishing, implementing, and providing ongoing support for at least 3 functional email-based RMS systems, which meet all state and federal requirements. Describe.
- A.2. A minimum of 5 years' experience in Title IV-E Administrative claiming consultation for both indirect and direct administrative costs, as well as providing ongoing functional RMS services. Describe.
- A.3. Experience evaluating and providing ongoing training to support the RMS system that ensures adequate responses to maximize federal reimbursement. Describe.

### B. **General.** The proposed solution must:

- B.1. Provide, configure, operate, and maintain a comprehensive web-based Random Moment Sampling system (RMS), which is statistically valid, and compliant with all federal and state guidelines and requirements. Describe.
- B.2. Deliver comprehensive, technical Title IV-E administrative services, including cost reporting, rate setting, quarterly claim preparation, and evaluation of activity coding. Describe.
- B.3. Assist JCS in developing a Cost Allocation Procedure (CAP), approved by DHS and federal partners that meets all federal and state requirements.
- B.4. Assist JCS in properly allocating Title IV-E administrative costs to their appropriate cost centers and ensure that the costs identified are permissible for federal financial participation (FFP) and are the only costs allocated to the Title IV-E program. Describe.
- B.5. Ensure that any eligible population and services are included in the Title IV-E Program and shall review existing JCS programs to identify and propose Title IV-E reimbursable activities currently being performed but not claimed. Describe.
- B.6. Ensure reports on the data collected via RMAS must be available to advanced-permissions users on demand.

B.7. Provide technical assistance services for implementation of the Title IV-E RMS claiming system, including identifying needs and providing initial and ongoing staff training. Describe.

C. **RMS Functional Description.** The proposed solution must:

- C.1. Provide a functional RMS system that meets both state and federal requirements as an acceptable CAP for JCS.
- C.2. Generate ongoing Random Moment Activity Surveys (RMAS); and send them electronically to RMS participants. Responses should not require a login. Participant must receive an instant confirmation that their sample has been recorded successfully.
- C.3. Monitor and collect responses; validate responses; and align the moment to the appropriate activity codes and cost indicators.
- C.4. Ensure the RMS activity/cost codes capture all of the activities performed by the RMS participants, and distinguish Title IV-E activities from similar activities that are not Title IV-E reimbursable. This should be accomplished using “parallel” RMS activity codes.
- C.5. Require a narrative/free-text comment description of the activity being completed, along with the activity coding to ensure quality assurance. The narrative/free-text comment description must be stored in a manner that makes the comments available to advanced-permission users on demand.
- C.6. Store and report the date the moment was sent (time stamp), the participant to whom it was sent, whether the notification was received, if a response was submitted from that notification, and the activity or function selected as a response. All information must be available for audit purposes.
- C.7. Send unresponsive survey participants reminder emails at intervals, which are adjustable. Survey moments must expire at a JCS designated interval. Participants must not be able to respond to moments once they have expired. Expired/non-response moments must not be included in the activity percentage calculations.
- C.8. Provide the ability to store the dates and times during which participants may be polled. The ability to update the survey group hours and times must be configurable. The solution must send moment electronic notifications only during the established hours for the specific participant.
- C.9. Maintain and store names, email address, and other JCS defined identifiers associated with each participant and their completed moments.
- C.10. Provide designated JCS users adequate permissions to (at a minimum) create, edit, and update the survey group, user information, and work schedules during which participants may receive survey moments.
- C.11. Ensure statistically sound random moment samples, and timely reimbursement.
- C.12. Allow for applicable cost and client count data to be entered on a quarterly basis by JCS users. This entered data will be used in conjunction with the RMS data by the selected vendor to produce reports necessary for the calculation of eligible Title IV-E administrative claiming.

**D. RMS User Permissions:**

- D.1. Participants, users with standard permissions, must be able to respond to RMAS requests. They must be able to connect to the website/database from a secure link in an email notification without requiring a login.
- D.2. Auditors, users with moderate permissions, must have read, create, edit, and delete permissions to quarterly data submission and participant pool. They must be able to view RMAS requests and submissions, including the ability to monitor participant responses, as well as the ability to view free-text comments provided in the survey. They must have the ability to enter client count data, as well as applicable administrative costs. They must have the ability to create, edit, and delete participant lists, as well as the ability to update schedules for participants. They must have the ability to generate reports.
- D.3. Administrators, users with advanced permissions, must have access to match that of the Auditors, plus the ability to access all data in the application. They must have the ability to run reports for all data in the application. They must be able to create, edit and delete users, including reassigning user permissions. This role must have access to create, edit and delete questions and responses. They must be able to create queries, in cooperation with the selected vendor, to run against the database. All edits and deletions must be recorded for auditing purposes.

**E. Sampling Methodology.** The proposed solution must:

- E.1. Implement a federally compliant sampling plan methodology, in coordination with JCS, in the RMS solution for selecting the randomly sampled moments.
- E.2. Cover the entire sample period, such as quarters, and must account for holidays, vacations, sick time, lunch hours, and other paid time not at work. The entire time period involved must be covered by the sample, and the results must be statistically valid and applied to the period being sampled.
- E.3. Include all participants whose costs are to be allocated.
- E.4. Generate an adequate number of moments to ensure valid observations are obtained as required to be in compliance with federal participation in FFPSA claiming.

**F. Quality Assurance/Monitoring.** The selected vendor must:

- F.1. Provide quality assurance and monitoring to ensure sample is statistically valid and conducted in compliance with federal and state requirements. Describe.
- F.2. Perform quarterly reviews to ensure proper procedures and accurate claims.
- F.3. Continually review the RMS methodology to assure it meets current regulations.
- F.4. Attend and remain current on all Title IV-E training.

**G. Reporting and Ability to Query.** The proposed solution must:

- G.1. Provide standard reports that sort and display data in ways most commonly requested by human service agencies.
- G.2. Provide additional JCS configurable reports, defined by JCS needs, detailed in a vendor and JCS developed script. Describe.

- G.3. Allow JCS to have access and ability to run scripts against the data with cooperation and assistance of the selected vendor, as a means of analysis for which no standard report is available.
- H. **Audits.** The selected vendor must:
- H.1. Maintain a fully automated audit trail system with audit records for information that, at a minimum, collects data associated with each change transaction to its initiator, captures date and time of system events and types of events. The audit trail system shall protect data and the audit tool from addition, modification, and/or deletion, and should be regularly reviewed/analyzed for indications of inappropriate or unusual activity. JCS administrator level users must have audit access and capability.
- H.2. Provide assistance to JCS in the event of an audit, including, but not limited to:
- H.2.1. Providing documentation supporting policies and procedures for determining candidates for foster care.
- H.2.2. Providing documentation supporting fiscal claim documents.
- H.2.3. Providing documentation for development of methodology for allocation of Title IV-E costs.
- H.2.4. Document all training for staff, including attendance, and topics covered.
- I. **Connectivity and Access.** The proposed solution must ensure that:
- I.1. Network performance of the website hosting the RMS application meets or exceeds:
- Download 30Mbps
  - Upload 10 Mbps
- I.1.1. JCS perform its own application support, with cooperative recommendations from selected vendor, limited to:
- A. Design and entry of questions
  - B. Design of entry of responses
  - C. JCS device updates as necessary
    - i. Browser setting changes
    - ii. Registry settings
- I.2. Require NO installable software for participants
- I.3. Authenticate client device to secure website without requiring login to record sample
- I.4. Useable on PCs running Windows 10 and above, iPads running iOS 13.6.1 or above, MacOS 10.15.6 or above, tablets and smart phones running Android 8 and above, and iPhone 7 or above.
- I.5. Useable at a minimum resolution of 1280 x 720
- J. **System Hosting Performance and Maintenance.** The proposed solution must:
- J.1. Submit subcontractor information and details of service to be provided by any subcontractor the selected vendor proposes to employ. Use of any subcontractor shall be subject to IJB approval.
- J.2. Provide documentation accepting responsibility for hosting, housing, security, continuity of power, network accessibility, backups, disaster recovery, system maintenance, and updates to the service.

- J.2.1. Selected vendor to provide documentation of efforts, and mitigating systems in place to meet the above listed requirements.
- J.3. Perform a service level response within a 24-hour window to correct down network, or non-responsive service during work / survey hours.
- J.4. Support client responses via Lotus Notes email and/or link to secure website delivered via email.
- J.5. Perform all hosting maintenance tasks, except in case of emergency:
- J.5.1. Outside JCS stated business hours;
- J.5.2. Notify JCS Administrators of planned maintenance window at least 48 hours in advance;
- J.5.3. Provide JCS Administrators at least 48 hours written notice of upgrade/maintenance/repairs:
- Visible to users, including screen format changes and access to RMS.
  - Require a change in input.
  - Security upgrades, changes, breeches, known attempted breeches, and preventative measures or resolution of breeches.
- J.6. Selected vendor will notify JCS Administrators, in writing, at a minimum of 3 months in advance of proposed updates that may impact:
- J.6.1. Security requirements stated elsewhere in this document.
- J.6.2. Browser updates or delay of browser updates.
- J.6.3. O/S updates on any of the approved platforms (listed previously).
- J.6.4. Other changes that require updates, configuration changes, or other IJB IT provided service to participants PC, tablet, or smartphone.
- K. **Security.** Selected vendor must perform services and conform the RMS application to all Iowa Judicial Branch (IJB) security policies, and applicable federal regulations and guidelines related to security, confidentiality, and audit trails and controls, as periodically updated.
- K.1. Host security
- K.1.1. Vendor must submit their written security policy addressing their standards and practices to protect data and files from unauthorized access or disclosure.
- K.1.2. Vendor must implement reasonable and prudent physical safeguards that are consistent with industry standards that will protect the host facility and JCS data from unauthorized access. These safeguards must also minimize the risk of damage from fire, smoke, water, vermin, and other hazards and disasters.
- K.1.3. Support Security audits as required.
- K.1.4. Provide immediate Security Incident Reports to JCS-identified contacts if a security incident happens within the selected vendor's purview.
- K.2. Website/Web app Security
- K.2.1. Nominal strength of 128 bits or higher.
- K.2.2. TLS 1.3
- K.2.3. JCS will provide appropriate browsers:
- Chrome (v83+)
  - FireFox (v76+)
  - Edge (v83+)
- K.2.4. TLS 1.2 with the following ciphers only
- K.2.4.1. AES GCM
- K.2.4.2. AES CCM



- K.2.4.3. Camellia GCM
- K.2.4.4. ARIA GCM
- K.2.4.5. ChaCha20-Poly1305
  - Chromes (v65+)
  - FireFox (v60+)

**L. Agreement to Maintain the Security of Confidential Information.**

- L.1. All data gathered in response to RMS is confidential and to be securely maintained and treated as confidential. Selected vendor will provide secure protection, consistent with industry standards, for the data, policies, and work activities that are discovered through JCS's use of this hosted data product.
- L.2. Selected vendor must sign a confidentiality and non-disclosure agreement.

**M. Ownership.**

- M.1. Data gathered by the selected vendor is the sole property of JCS and IJB.
- M.2. Selected vendor must retain all stored data pertinent to the solution for at least ten years from the end of the contract.
- M.3. Upon expiration and non-renewal of the contract, the selected vendor must verify to a JCS-identified contact that all data stored has been erased after completing required use and securely turning data over to JCS and IJB.

**N. Data Storage Requirements.**

- N.1. The server storing the data must be secured.
- N.2. Selected vendor must provide technical and formal documentation showing data is encrypted at rest, in addition to transport.
- N.3. Selected vendor is responsible for regularly and responsibly backing up JCS data.

**O. Technical Support.**

- O.1. Selected vendor must provide assistance during normal business hours (8AM to 5 PM, M-F, Central Time, excluding holidays) via telephone and email.
- O.2. High priority issues (i.e. multiple participants cannot respond to surveys) are to be resolved within 24 hours.
- O.3. Selected vendor will work with JCS to cooperatively identify any RMS that need to be re-entered because of technical issues and to have those entries re-submitted so the overall count meets federal reimbursement requirements.
- O.4. Normal priority issues (i.e. new, changed, or deleted users; changes to questions or permissible responses) are to be resolved within 3 working days.
- O.5. Low priority requests (i.e. requests for screen color, font, format changes; requests for estimates of new features) are to be evaluated, have requirements gathered by the selected vendor, and replied to in writing to JCS within 2 weeks.
- O.6. If JCS approves updates as quoted, a due date for implementation of that change will be negotiated within 5 working days. The due date will be chosen within 5 days, but the actual implementation date will depend on the work to be completed.

- P. **Training.** The selected vendor must:
- P.1. Supply written documentation, with screen shots, and step-by-step instructions for all functionality for participant users, including, but not limited to the following functions, beginning at the point a user opens an email request for RMS.
    - P.1.1. Identify the sender of the email.
    - P.1.2. Identify the subject line to expect.
    - P.1.3. Specify the link URL:
      - How to assess whether the email & link are legitimate.
      - Clues within the email, a seal or logo, domain of the URL.
    - P.1.4. How to recognize the RMS site and confirm it is legitimate.
    - P.1.5. In cooperation with JCS, identify what tasks are included in each category of question and which response to use in common work situations.
    - P.1.6. How to operate the tool to make selections.
    - P.1.7. How to enter free text, and appropriate subject matter for same.
    - P.1.8. How to submit an RMS and verify that it was accepted into the database.
    - P.1.9. Exiting the RMS application.
    - P.1.10. Returning to work after responding to a survey:
      - If a survey is missed or unaccepted
      - Business consequences of not responding (reimbursement, policy).
      - Reminder email.
      - Time period for making a response.
  - P.2. Supply written documentation, with screen shots, and step-by-step instructions for all functionality for auditor and administrator roles, including, but not limited to the following functions:
    - P.2.1. Read, create, edit, and delete participants.
    - P.2.2. Read, create, edit, and delete quarterly data (client count and administrative costs).
    - P.2.3. View RMS requests and submissions, including monitoring participant responses, as well as free-text comments.
    - P.2.4. Create, edit, and delete participant lists.
    - P.2.5. Update schedules for participants.
    - P.2.6. Create, edit, and delete questions and responses.
    - P.2.7. Generate reports.
  - P.3. Ensure all objectives listed in Section 2 of this RFQ are covered in both the written instruction, as well as the online trainings.
  - P.4. Include other topics selected vendor knows from experience should be documented and available for participants.
  - P.5. Ensure that all written training materials are accessible online and downloadable in PDF format.
  - P.6. Provide initial training via GoToMeeting, Zoomgov, or other JCS-approved remote video meeting application. The Vendor must provide a detailed training plan. To ensure consistent application, the selected Vendor must maintain and make available upon request, all training documentation and training participant list. Documentation of all training activities and recipients must be maintained in the RMS Solution.
    - P.6.1. Selected vendor must host live video training or live webinar for participant users, and separate live video training or live webinar for auditor and administrator users:
      - Training must include how participants can differentiate between eligible and ineligible administrative activities.

- Vendor will note any business or policy related questions during training, and forward to JCS staff.
  - Participants must have opportunity to test-drive the application in a test environment during or soon after training.
  - Video training shall cover the same topics listed for the written documentation (listed above).
  - Training to be repeated a sufficient number of times to allow at least 80% of JCS participants, and other users to attend.
  - Live training shall be offered within 6 weeks of contract signing.
- P.7. Provide training videos, to be stored and made available to JCS on-demand.
- P.7.1. Acceptable on-demand training video will include narration, graphics, and/or slides of all the same information listed for written documentation, contain a section of FAQs, including any questions received from the participants in the live video training, but need not record JCS voices or likenesses.
- P.8. Assess ongoing training needs, including reviewing errors and issues with RMAS response errors. Develop and provide online training to correct errors identified.
- P.9. Provide a minimum of annual ongoing training for participants, and other JCS users as needed.
- Q. **Ongoing User Support.** The selected vendor must:
- Q.1. Respond to questions from users regarding use of the RMS tool.
- Q.2. Resolve user's requests within 24 hours.
- Q.3. Refer caller to appropriate manager within the IJB for questions regarding policy or practice within 24 hours.
- R. **System Configuration/Set up.** The selected vendor must:
- R.1. Ensure configuration and set up are ready for JCS demonstration and testing within 3 weeks after signing of contract.
- R.2. Demonstration to include all users registered, email generator working, specified selection of responses available and properly recorded, sample reports generated and able to be saved to JCS-designated storage location.
- R.3. Resolve issues found during the pilot/demo within 2 weeks, when a second demo is to be performed.
- R.4. Ensure RMS solution is production-ready, and fully functional within 6 weeks of contract signing.
- R.5. Create separate, secure database for JCS within 3 weeks after signing of contract.
- R.6. Set up and maintain users, with JCS input.
- R.6.1. Initial user set up within 3 weeks after signing of contract.
- R.6.2. New user set up and ongoing maintenance/updates of user accounts will occur within 48 hours of request from JCS.
- R.7. Assure secure authentication is achieved without user login to website.

S. **Total Cost of Service.** Respondent must provide a cost proposal detailing the following on the Vendor Response Form posted with this RFQ:

S.1. Initial (one-time costs) for this product.

S.2. Additional, itemized costs for specified requirements, including, but not limited to:

S.2.1. Consultation and implementation (including training) fees.

S.2.2. Maintenance and/or upgrade costs.

S.2.3. Setup fees.

S.2.4. Annual subscription or renewal fee for the product.

#### 4. **TIMELINE**

Tuesday, October 6, 2020	Issuance of RFQ
Friday, October 23, 2020	Questions due
Friday, October 30, 2020	Answers to Questions posted
Friday, November 13, 2020	Due Date for Responses

Vendors may submit written questions regarding this RFQ and the procurement process to the Issuing Officer. Answers to questions received will be posted at:

<https://www.iowacourts.gov/for-the-public/rfp/>

Vendors shall submit quotes via email to the Issuing Officer no later than 5:00 PM CST on DATE. Any quote received after this deadline will not be considered.

#### 5. **PERIOD OF VALIDITY OF QUOTES STARTING ON THE SUBMISSION DATE**

60 Days

#### 6. **TERMS AND CONDITIONS**

By submitting a response to this RFQ, the parties agree to comply with the terms and conditions found at the following links, which are, by this reference, made a part of any Agreement based on this solicitation:

[https://das.iowa.gov/sites/default/files/procurement/pdf/050116 terms services.pdf](https://das.iowa.gov/sites/default/files/procurement/pdf/050116%20terms%20services.pdf)

[https://das.iowa.gov/sites/default/files/procurement/pdf/050116 terms goods.pdf](https://das.iowa.gov/sites/default/files/procurement/pdf/050116%20terms%20goods.pdf)

#### 7. **RESTRICTION ON COMMUNICATION**

If a Vendor or someone acting on a Vendor's behalf attempts to discuss this RFQ orally or in writing with any members of the IJB, any employee of the State of Iowa, or anyone other than the named Issuing Officer, then the Vendor may be disqualified.

#### 8. **ADDITIONAL INFORMATION**

The costs of preparation and delivery in response to this RFQ are solely the responsibility of the Vendor.

IJB reserves the right to reject any or all submitted responses, in whole or in part, to advertise a new RFQ, to abandon the need for such RFQ, and to cancel this RFQ opportunity at any time prior to the execution of a written contract.

All information submitted by a Vendor may be treated as a public record by the IJB.

By submitting a response, a Vendor agrees that it will not bring any claim or have any cause of action against IJB or the State of Iowa based on any misunderstanding concerning the information provided

within this RFQ or concerning the IJB or the State of Iowa's failure, negligent or otherwise, to provide the Vendor with pertinent information as intended by this RFQ.

If the apparent successful Vendor fails to negotiate and deliver an executed contract within a reasonable period of time following selection, then the IJB may, in its sole discretion, cancel the award and award the contract to the next highest ranked Vendor.

The IJB shall have the sole option to amend the contract resulting from this RFQ for subsequent periods, by executing a signed amendment prior to the expiration of the original contract.