



REQUEST FOR PROPOSALS
PRINTING SERVICES RFP
#C-2025-1
Issued October 13, 2025

Iowa Public Employees' Retirement System
7401 Register Drive Des
Moines, IA 50321
Phone: 515-281-0020
Fax: 515-281-0053
www.ipers.org

Table of Contents

1. Purpose, Minimum Qualifications and Scope of Services..... 3

2. Proposal Submission Information 9

3. Questionnaire..... 15

4. Required Appendices 18

5. Cost Proposals 19

6. Data Sharing Agreement 20

PART 1

PURPOSE, MINIMUM QUALIFICATIONS AND SCOPE OF SERVICES

A. PURPOSE

This Request for Proposal ("RFP") is issued by the Iowa Public Employees' Retirement System ("IPERS" or "System") for the purpose of hiring a vendor ("vendor") to coordinate all aspects of printing, collating, folding, warehousing and mailing.

B. SYSTEM OVERVIEW

IPERS is a cost-sharing, multiple-employer, contributory defined benefit public employee pension plan created and governed pursuant to Iowa Code Chapter 97B. The System covers more than 400,000 active, inactive and annuitant members. The System consists of three membership groups: Regular members, and two Special Service groups (Sheriffs/Deputy Sheriffs and Protection Occupation). Complete background information is available at www.ipers.org.

C. MINIMUM QUALIFICATIONS

To be considered as the vendor for the purpose stated above, the respondent must meet **all** of the following Minimum Qualifications. Failure to do so shall result in rejection of the proposal.

1. Vendor must have the capability to securely transfer and manage sensitive, confidential personal information as described in this RFP.
2. Vendor must agree to the terms of IPERS' Data Sharing Statement shown in Part 6 of this RFP.
3. Vendor must maintain a good working relationship with IPERS staff by providing updates about project statuses and challenges. Vendor must also proactively communicate opportunities to streamline processes or institute opportunities for cost savings.

D. SCOPE OF SERVICES

1. The scope of services defined in the final contract between IPERS and the vendor will be binding and will supersede this section of the RFP if different from the scope of services defined here.
2. Samples of these projects are available [here](#).
3. This RFP includes two current projects. All projects are subject to change at IPERS' discretion, including addition of new projects over the term of the contract. Vendors must bid on both projects.

a. Mailing requirements for all projects:

- Vendor will use CASS and NCOA verification to edit addresses for best postage rates. For Project #1, vendor to supply IPERS a file of edited addresses including member ID (changed addresses only) each month. Vendor will provide the same information annually for Project #2.

- Vendor will insert materials into envelopes with security tint and seal the envelopes. Variable address information must show through the window of the envelope and be clearly legible. Failure to ensure the mail pieces pass postal requirements will result in the vendor correcting the problem at its expense, including any additional postage.
- All mailings should be sent by Presort First Class using IPERS' permit number.
- Vendor will mail from its location using the USPS Mail Anywhere program if it qualifies to use this program.

4. Quality requirements for all projects:

- These projects require the highest accuracy with no chance for error. Any errors must be corrected by the vendor at its expense. IPERS may penalize the vendor by 1% of the bid for each day that the project is delayed. Gross failure to produce the piece in good quality means the state may penalize the vendor up to 50% of the bid.
- Good quality is defined as clear, legible printing in register with consistent density, free from slurring, hickies, offsetting and scratches. Variable data must be printed in the correct location and must be in alignment. All data must be in the correct field. The data on both sides must belong to the same record/recipient. Folding must be square and may not produce dog ears. Address information must be placed correctly and be clearly visible in the envelope.

5. Data Privacy and Protection Requirements

- Vendor must adhere to Data Privacy and Protection requirements as explained in Part 3 of this RFP.

Project #1 – IPERS MONTHLY MAILINGS

This project includes three parts as described below.

MONTHLY MAILING #1

Username and Password letters for new members and beneficiaries (with inserted booklet)

The vendor will print and mail two customized letters using four Excel data files provided by IPERS that include variable, personally identifiable information. Each file will include information for the username and password letters. Each letter includes approximately nine fields of variable information. Two versions of a booklet are printed separately and inserted into the envelope with the username letter for file groups 1-3.

File groups: 1. Regular members 2. Protection Occupations members 3. Sheriffs/Deputy Sheriffs members 4. Beneficiaries

Approximate monthly quantity: 1,536 (x2)

COMPONENTS

- **Letters**

Username letters: File groups 1-3: Folded in half and mailed in windowed envelope with one of two booklets.

File group 4 (beneficiaries): Folded in thirds and mailed alone in a #10 envelope.

Password letters: All letters are folded in thirds and mailed alone in a #10 envelope.

Letter specs:

Variable data

4-color, no bleeds

White 60# Husky Opaque (The vendor may recommend an alternate paper stock.)

Flat: 8.5"x11" | Folded: 8.5"x5.5"

- **Booklet**

The vendor will print two versions of the booklet as needed: 1) Regular members 2) Protection Occupations and Sheriffs/Deputy Sheriffs (Special Services). The Regular members booklet is inserted with the letter to file group 1. The Special Services booklet is inserted with the letter to file groups 2-3. The booklet does not include variable or personally identifiable information. File group 4 (beneficiaries) do not receive a booklet.

Booklet specs:

12-page saddle-stitched book

4-color with bleeds

80# text white matte coated (The vendor may recommend an alternate paper stock.)

2-sided

Flat: 11"x8.5" | Folded: 5.5"x8.5"

- **Envelopes**

IPERS will provide #10 envelopes. Vendor will warehouse envelopes and alert IPERS not less than one month before additional envelopes are needed.

As needed, vendor will print 6x9 windowed envelopes for mailings that include a booklet.

Envelop specs:

6"x9"

4-color, no bleeds

White wove (The vendor may recommend an alternate paper stock.)

Timing: IPERS will provide the data files for each mailing no later than the 20th day of each month or the first business day after the 20th day if the 20th day is not a business day. Vendor will begin printing prep and mail prep within one working day of receiving the files.

Process: Vendor will provide IPERS with one PDF file for each printed username and password letter within two working days of receiving the file.

IPERS will review the PDF files, and within one working day of receiving them, will approve the files for printing or will ask for corrections.

Vendor will print and mail the username letters within one working day of receiving approval from IPERS.

Vendor will print and mail the password letter within two working days of mailing the username letter.

When both mailings are complete, vendor will notify IPERS by email.

MONTHLY MAILING #2

Username and password letters for digital delivery adoption

The vendor will print and mail two customized letters using two Excel data files provided by IPERS that include variable, personally identifiable information. One data file will include the information for the username letter. The other will include the information for the passwords letter. All aspects of this mailing are the same as Monthly Mailing #1 except:

1. A booklet is not included.
2. There is one version of each letter.
3. Data files are provided on the 10th day of the month first business day after the 10th day if the 10th day is not a business day.

Approximate monthly quantity: 15,000 (x2)

MONTHLY MAILING #3

Self-mailer for newly vested members

The vendor will print and mail two versions of a self-mailer for newly vested members: 1) Regular members 2) Protection Occupations and Sheriffs/Deputy Sheriffs (Special Service) members. IPERS will provide three Excel data files that include variable, personally identifiable information. The timeline for the self-mailer is the same as Monthly Mailing #1.

Approximate monthly quantity: 400

Self-mailer specs:

Variable data

4-color, no bleeds

80# text white matte coated (The vendor may recommend an alternate paper stock.)

2-sided

Sealed with tabs

Flat: 8.5"x11" | Folded: 8.5"x5.5"

PROJECT #2 – IPERS ANNUAL BENEFITS STATEMENT

Vendor will print, fold, insert, presort and mail IPERS' Annual Benefit Statement that includes up to 221 fields of variable data. Vendor will also provide a black and white electronic version of each completed statement as a PDF.

Approximate annual quantity: 7,500

Format: Each statement is four 8.5"x11" pages printed on an 11"x17" sheet. One side of the form includes approximately eight fields of variable information, and the other side includes approximately 213 fields of variable data. Forms are to be presorted, folded and inserted into window envelopes and mailed.

Schedule and accuracy of the printed information is critical, and all rules and penalties will apply. All information is confidential and must be secured at all times.

Size: 8.5"x11" page size, 11"x17" sheet size

Pages: 4 (8.5"x11")

Stock: 60# white offset Flambeau Rivers Paper or comparable recycled, 30% post consumer waste, 92 brightness and #2 grade or better (The vendor may recommend an alternate paper stock.)

Copy Status: IPERS will provide two templates. One field of variable data will show which of the two templates must be used for each statement. (Approximately 95% of the statements will be the template for Regular members; other 5% use the template for Special Service members.) IPERS will provide variable data in an Excel file. Vendor must keep data secure at all times.

Vendor will merge variable data to provide customized printed letters. See testing requirements outlined in the schedule.

Proof: Prior to printing, vendor will provide proofs of 25 digital and print documents that are printed, folded and inserted into envelopes.

Printing: 2/2, two-color, black and PMS 542 blue, two-sided, no bleeds

Variable data: All variable data printing in black ink

Side one (pages 1 & 4) Page 1 includes approximately eight fields of variable data

Side two (pages 2 & 3) includes up to approximately 213 fields of variable data

The vendor will regularly perform press checks to verify data is printing in the correct location, is complete and is for the correct file.

Binding: Three folds - Fold 11"x17" in half to 8.5"x11" and letter fold to a final size of 3.5/8"x8.5" with the variable data address information out and easily readable when inserted into #10 window envelope with security tint.

Record: Vendors will provide IPERS with a digital, black and white PDF record of each statement.

Files: Each PDF must be named "Annual Statement of Benefit_12345678_random#.pdf" The last eight digits represent the member ID number of each statement. If the member ID number contains fewer than eight digits, the filename should be left padded with zeros. The random numbers after the second "_" shall be six characters long and be a time/data stamp.

PDF records must not contain security settings (e.g., self-sign security, user passwords, and/or permissions) that prevent IPERS from opening, viewing or printing the record.

PDF must be printable without reduction on standard 8.5"x11" paper. Data on the PDF must not deviate from the printed copy. Appearance of the PDF – including addresses and dates – must not materially deviate from the printed copy.

PDF records that reference fonts other than the "base 14 fonts" must have those fonts referenced in the record (i.e., as a minimum, subsets of all referenced fonts) embedded within the PDF file. Base 14 fonts: Courier (Regular, Bold, Italic and Bold Italic), Arial MT (Regular, Bold, Oblique and Bold Oblique), Times New Roman PS MT (Roman, Bold, Italic and Bold Italic), Symbol and ZapfDingbats.

Envelopes: Vendor will provide #10 windowed envelopes with security tint on the inside. The envelope must be compliant with the USPS requirements for Presort First Class mail. The window on the envelope must be large enough for the IMB barcode in the address block and must be positioned to fit the delivery address to be printed on each statement.

IPERS will provide envelope art; vendor must print the envelopes.

Envelopes must be sealed, and the mailing must be presorted.

Production: IPERS will provide a test file that contains approximately 25 different scenarios and will have the same file format as the production file. Vendor will give IPERS 25 printed and digital proofs so IPERS can verify both data placement and appearance.

Vendor will receive template and test files annually, typically in January. Vendor will provide proof of template populated with data from the test file to IPERS within two working days. IPERS will provide revisions or approval within one working day. Vendor will have two working days to supply each additional proof, if necessary.

Vendor will receive final files of variable information approximately two to three weeks after the test files have been approved, typically the first full weekend in March.

Vendor will provide 25 proofs using data from final files within two business days.

Vendor will begin printing and mail prep within one day of receiving final proof approval. All statements must be postmarked within 10 working days after the beginning of printing and mail prep. The vendor will notify IPERS of the mailing date and will provide black and white PDF records of each mailed statement. PDFs and files of edited addresses must be provided to IPERS by the first day statements are mailed.

Delivery: Delivery dates are critical. The penalty clause will be enforced for late deliveries.

PART 2

PROPOSAL SUBMISSION INFORMATION

A. INSTRUCTIONS FOR SUBMITTING PROPOSALS

1. Vendors responding to this RFP must provide answers to the questions posed in Parts 3-5 of this RFP. All proposals must be complete in every respect and must answer concisely and clearly all questions proposed by the RFP. Late proposals will not be accepted.
2. Proposals shall be submitted with a cover letter stating in the affirmative that the firm meets each and all of the Minimum Qualifications listed in Part 1.C of this RFP, that the firm is able and willing to provide the type and level of services required to fulfill the mandate proposed in this RFP and that the firm's proposal is binding for 90 days from the date of the proposal. The cover letter should also include either an affirmative compliance statement or a disclosure statement relative to IPERS' Ethics Policy (see Part 2.F below). Attach said cover letter as **Appendix A** to the proposal.
3. The cover letter and the offer made by the proposal, and any clarifications to that proposal shall be signed by an officer of the vendor or a designated agent empowered to bind the vendor in a Contract. The cover letter must also identify any sections of the proposal that the firm is identifying as confidential. (See Disclosure of Proposal Content below.)
4. Proposals should follow the order of questions as they are asked in Part 3 of this RFP. In response to each question asked in Part 3, restate the **main** question (denoted by a number or a letter) in bold font followed by your answers stated in regular font. Responses should be thorough and answer the specific question asked, including the issues addressed in any bullet points following a question.
5. In preparation of the proposal, please use Microsoft Word format and upload as PDF files.
6. Supporting material must be clearly referenced to the appropriate question. Information and materials which are strictly promotional in nature should not be used.
7. Verbal communication with IPERS' Investment Board, Benefits Advisory Committee members and IPERS staff during the selection process is greatly discouraged. Firms will be given the opportunity to submit written requests for clarification of questions or terms contained in the RFP. In all cases, written communications will override verbal communications.

8. Proposals must be received no later than 4 p.m. Central time, November 21, 2025.

Vendors must upload one complete electronic version of its proposal and all appendices [here](#). The file name should clearly indicate that it contains a proposal submitted in response to RFP #C-2025-1. If the proposal contains more than one PDF file, you may compress the files and submit in a ZIP file that clearly identifies the firm in the file name.

B. DISCLOSURE OF PROPOSAL CONTENT

The laws of Iowa require that the content of bidders' proposals be maintained in confidence prior to the issuance of a notice of intent to award a contract. If IPERS issues a notice of intent to award a contract at the conclusion of the selection process, the contents of all proposals, excluding confidential information, will be placed in the public domain and be open to inspection by interested parties. Trade secrets or proprietary information that are recognized as such and protected by law may be withheld, but only if designation of such sections is stated in proposing firms' cover letter and confidential information is clearly identified as such on each of the applicable pages within the body of the proposal.

Any proposal submitted which contains confidential information must be conspicuously marked on the outside as containing confidential information, and each page which confidential information appears must be conspicuously marked as containing confidential information. Identification of the entire proposal as confidential shall be deemed non-responsive and disqualify the firm.

If the vendor designates any portion of the proposal as confidential, the vendor must submit a separate electronic "excised copy" of the original proposal from which the confidential information has been excised at the same time that they submit the original (unexcised) proposal.

The confidential information must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the proposal as possible.

The vendor's failure to request confidential treatment of material shall be deemed by IPERS as a waiver of any right to confidentiality which the vendor may have had.

C. REJECTION OF PROPOSALS

1. IPERS reserves the right to reject without penalty any or all proposals in whole or in part received by this request, due to noncompliance with the requirements of this RFP or for any other reason. Issuance of this RFP in no way constitutes a commitment by IPERS to award a contract or to enter into a contract with a successful bidder. IPERS further reserves the right to cancel this RFP, to issue a new RFP or to award a contract in whole or in part if deemed in the best interest of IPERS. The RFP and the RFP process are for the sole benefit of IPERS and its members. IPERS will not pay for any information herein requested, nor is it liable for any costs incurred by the submitting firms.

2. Vendors whose proposals do not meet the minimum qualifications will be so notified. After evaluation of the proposals and approval by the IPERS, all vendors having submitted proposals will be notified of the successful vendor.

3. IPERS reserves the right to not hire or to defer the hiring of a vendor for these services.

D. PROPOSAL OBLIGATIONS

The contents of the proposal and any clarifications thereto submitted by the successful vendor shall become part of the contractual obligation and will be incorporated by reference into the ensuing Contract.

E. DISPOSITION OF PROPOSALS

All proposals become the property of IPERS.

F. COMPLIANCE WITH IPERS' ETHICS POLICY

Bidders must agree to comply with [IPERS' Ethics Policy](#). Pursuant to that policy, the successful bidder must not be involved in any relationships with IPERS' Key Employees or with any other party providing services to IPERS that would constitute a conflict of interest, as defined in the policy, with respect to the products and/or services to be provided under this RFP. Each Bidder must provide a positive statement in its proposal's **Appendix A** affirming either that it has no such conflicts of interest, or an IPERS disclosure statement disclosing potential conflicts and requesting approval in advance.

G. IOWA STATUTES AND RULES

The terms and conditions of this RFP and the resulting Contract shall be construed in accordance with the laws of Iowa. Whenever differences exist between federal and state statutes or regulations affecting this procurement, interpretation shall be in the direction of that which is most beneficial to the interests of the State of Iowa.

H. SIGNATURE OF VENDOR'S AGENT

The offer made by the proposal, and any clarifications to that proposal, shall be signed by an officer of the vendor or a designated agent empowered to bind the firm in a Contract.

I. IPERS CONTRACT SIGNATORY

Shawna Lode, Chief Strategy Officer

J. CONTRACT AWARD

IPERS reserves the right to award this Contract not necessarily to the firm with the lowest fee and cost proposal, but to the vendor that will provide the best match to the requirements of the RFP. The successful firm will be determined in accordance with the evaluation criteria defined by IPERS.

K. APPEALS

Filing an appeal. Any firm that filed a timely bid or proposal and that is aggrieved by an award made by IPERS may appeal the decision by filing a written notice of appeal with Chief Executive Officer Greg Samorajski, 7401 Register Drive, Des Moines, Iowa 50321, within five calendar days of the date of award, exclusive of Saturdays, Sundays and legal state holidays. IPERS must actually receive the notice of appeal within the specified time frame for it to be considered timely. The notice of appeal shall state the grounds upon which the firm challenges IPERS' award.

Procedures for vendor appeal. The appeal will be treated as "other agency action" in accordance with Iowa Code chapter 17A and cases interpreting this Code chapter. The procedure for an appeal of "other agency action" is to allow the vendor an opportunity to be heard. To fulfill this obligation, the vendor has five calendar days from the date the notice of appeal was filed with IPERS to submit any written arguments and documents it wants considered related to the merits of the appeal. The aggrieved vendor may, or may not, be afforded an opportunity to discuss the merits of the appeal with CEO Samorajski, virtually or in person. CEO Samorajski will issue a final agency decision related to the appeal. The exclusive means for a vendor to seek further review of the final agency decision shall be covered by Iowa Code §17A.19.

L. EVALUATION OF PROPOSALS

An Evaluation Committee ("Committee") has been established to evaluate and score proposals received and to select the successful vendor(s). The Committee is composed of IPERS staff.

M. EVALUATION CRITERIA

Proposals will be evaluated using the following criteria:

- | | |
|---|-----------|
| 1. Experience/General Capabilities | 20 points |
| 2. Customer Service/Support | 20 points |
| 3. Digital/Security Capabilities/Compliance | 20 points |
| 4. Processes/Printing Infrastructure | 20 points |
| 5. Cost Proposal | 20 points |

N. TIMING

1. **October 13, 2025**—RFP ISSUED
2. **October 24, 2025**—INQUIRES—Inquires and requests for interpretation or clarification of the RFP from potential bidders will be accepted only in writing, as mailed or e-mailed, only if received no later than 4 p.m. Central time on October 24, 2025. Mail or e-mail questions to:

Iowa Public Employees' Retirement System
Attn: Shawna Lode
7401 Register Drive
Des Moines, IA 50321
E-mail: shawna.lode@ipers.org
3. **October 31, 2025**—RESPONSES TO INQUIRIES—Responses to and addenda resulting from requests for interpretation shall be posted at www.ipers.org by 4 p.m. Central time.
4. **November 21, 2025**—PROPOSALS DUE—Proposals must be received by 4 p.m. Central time.
5. **December 1, 2025** (Tentative)—ANNOUNCEMENT OF SELECTION—IPERS will notify all vendors that submitted a proposal of its selection, which shall be subject to successful Contract negotiation with the selected firm.

O. THE RESULTING CONTRACT

The Contract shall be a combination of the specifications, terms and conditions of the RFP, any written clarifications or changes made to this RFP, the offer contained in the successful proposal and any additional contractual terms and conditions agreed to mutually and in writing by the parties.

P. TERM OF CONTRACT

The initial term of the contract for the selected vendor(s) shall be three (3) years and shall be eligible for up to one three (3) year extension, subject to mutual agreement. However, the resulting contract will allow termination at IPERS' discretion, with or without cause, after thirty (30) days written notice to the vendor.

Q. PERFORMANCE-BASED FEES

Iowa Code §8.47 places a requirement on state agencies that service Contracts must contain a performance-based payment clause. The administrative rule, 11 Iowa Administrative Code 107.4, describes the acceptable types of performance-based payment clauses.

An acceptable performance-based payment clause that all bidders must include in their responses to the RFP can place the entire payment for all deliverables in the Contract at risk, or selected deliverables at risk. For the purpose of illustration only, an example might be:

Contractor will provide the deliverable(s) specified in Part X, paragraph XX, by July 1, 202X. In the event that the deliverable(s) in Part X, paragraph XX, are not delivered by July 1, 202X, Contractor will forfeit [certain percentage of the invoice] [\$X amount] [will subtract \$XXXX/day until delivery is made to IPERS].

Each bidder must propose performance-based fees in its response to the RFP. IPERS encourages

bidders to be creative. The Evaluation Committee will evaluate the performance- based fee proposals for each bidder. The performance-based fee proposals will be subject to final negotiations with the bidder selected pursuant to this RFP.

PART 3

QUESTIONNAIRE

The proposal must answer the following questions:

6. ORGANIZATION AND OWNERSHIP

a. Provide the following information:

Date of Response:	
Name of Vendor:	
Primary Contact Person:	
Title:	
Address:	
Telephone Number:	
E-mail Address:	

b. Describe the background and ownership of the vendor. Describe any material changes in organization structure or ownership that have occurred in the past five years.

- i. Year vendor was formed.
- ii. The ownership structure. Indicate all entities that have an ownership stake in the firm (name and percentage).
- iii. Affiliated companies or joint ventures.
- iv. Recent or planned changes to the ownership or organization structure.
- v. Vendor's headquarters location.
- vi. Location(s) where services to IPERS will be performed.

c. Customer Support/Service

Will you dedicate a service representative to this account? If yes, please explain the person's tenure in your company and their experience managing projects similar to those explained in this RFP.

How does your customer service structure support notifications of delayed jobs, resolving issues, etc.?

How will IPERS be kept informed of the progress of our work? For example, do you provide these updates on a regular basis in a location that all parties can access? Please describe.

d. Experience/General Capabilities

How many people does your company employ?

What is the average level of experience for your staff? What is the industry experience of your production managers? What certifications do they hold?

What are the monthly volumes for your largest and average customers?

Will you use a third-party for any work or otherwise partner with other service providers (e.g., print, fulfillment, presort)? If yes, please list the subcontractor(s) and what work it/they will be responsible for.

e. Data Privacy and Protection Requirements

f. Data Classification and Scope

- i. Definition of PII: All proposals must adhere to the State of Iowa definition of Personally Identifiable Information (PII). PII includes, but is not limited to, any information that can be used to distinguish or trace an individual's identity, such as names, Social Security numbers, dates of birth, biometric data, and medical or financial information.
- ii. Data Handling Scope: Vendor must clearly describe all methods and locations where PII will be processed, stored, and transmitted, including any third-party subcontractors or cloud services. The vendor's data protection provisions must apply to all personnel with access to PII, including employees, contractors, and subcontractors.

g. Technical and Security Requirements

- i. Encryption: The vendor must encrypt all PII, both while in transit and at rest. Any PII sent via email must be password-protected or securely encrypted.
- ii. Access Control: The vendor must implement robust access controls based on the principle of least privilege, ensuring that access to PII is granted only to authorized users with a legitimate business need. The vendor must maintain a unique sign-on identification and password for each authorized user.
- iii. Physical Security: The vendor must detail the physical security measures protecting any data centers, offices, or other locations where PII is stored or processed.
- iv. Network Security: The vendor must describe its network security practices, including the use of firewalls, intrusion detection systems, and other technologies to protect the network from unauthorized access and attacks.
- v. Deletion and Sanitization: The vendor must specify its procedures for the secure destruction or sanitization of PII when it is no longer required, in accordance with applicable data retention policies and regulations.

h. Policies and Procedures

- i. Data Minimization: The vendor must adhere to the principle of data minimization, limiting the collection and storage of personal data to only what is necessary to fulfill the terms of the contract.

Iowa Public Employees' Retirement System

Printing Services RFP

- ii. **Employee Training:** The vendor must confirm that all personnel who handle PII have received appropriate and regular training on data privacy laws, security protocols, and best practices.
- iii. **Compliance Audit:** The vendor should outline its internal audit procedures and be prepared to participate in compliance audits conducted by your organization.
- iv. **Incident Response Plan:** The vendor must provide a detailed incident response plan for breaches involving PII. The plan should outline steps for containment, investigation, and communication.
- i. **Breach Notification and Indemnification**
 - i. **Breach Notification**
 - 1. The vendor must notify IPERS immediately, and in no case later than 6 hours, upon discovering a suspected or confirmed security incident or data breach involving PII.
 - 2. The notification must include all available details regarding the incident, including the PII that was or may have been compromised, the affected individuals, and the steps taken to mitigate the breach.
 - 3. The vendor is prohibited from notifying affected individuals, law enforcement, or any third parties without prior written authorization IPERS.
 - j. **Response Instructions**
 - i. Proposing vendors should provide a detailed response addressing each of the requirements outlined above.
 - 1. A completed "Data Privacy and Security Checklist" addressing all technical, procedural, and compliance requirements.
 - 2. A written attestation signed by an authorized company officer, confirming that the vendor will adhere to all PII handling requirements and will implement all necessary safeguards.
 - 3. Documentation of relevant certifications (e.g., SOC 2 Type II, ISO 27001) demonstrating the vendor's commitment to data security.

k. Processes/Infrastructure

- a. Does your equipment vendor provide you with onsite service, or do you employ dedicated certified service maintenance engineers for your equipment? If yes, what are their certifications?
- b. How much have you invested in new equipment over the past three years and what is your business strategy for continuous evaluation and implementation of new technologies?
- c. How do you capture your tracking information (e.g., number of files transmitted, number of files processed, what was printed, what inserted, total number of packages mailed/shipped and postage applied)? In what format is the information available?
- d. Describe the quality control procedures that you have in place for ensuring consistent output quality. Include your process performance standards, quality control reports, internal tracking devices, and types and frequency of manual or machine checks. How will you provide this data back to IPERS?
- e. Describe your tracking system used to identify damaged documents and ensure that the correct number of documents are reprinted.
- f. Describe your disaster recovery procedures that are in place in the event of a shutdown or a lapse in service for any reason. Include descriptions of your onsite problem prevention and maintenance programs, location and capacity of back-up facilities, equipment and capabilities used in backup facilities, and logistics of the disaster recovery.

PART 4

REQUIRED APPENDICES

Appendix A – Letter evidencing firm's satisfaction of minimum qualifications, ability and willingness to provide required services, and validating proposal for 90 days from date that the proposal is due. Letter must be signed by a person authorized to bind the vendor.

Appendix B - List at least three references of the same size and in the same industry, preferably, who are currently receiving your services. Please explain how their work is similar to IPERS' project(s).

PART 5

COST PROPOSALS

In addition to providing the information below, please provide a document that shows a comprehensive listing of the fees for each of the services related to the projects on which you're bidding.

1. Monthly warehousing fee.
2. Cost to produce 25,000 booklets included in Monthly Mailing #1 (Project #1) according the specifications included in Section 1 of this RFP.*
3. Cost to print, stuff and mail Project #2 (statements and envelopes) according to the specifications provided Section 1 of this RFP, excluding postage, based on a quantity of 7,500.*

*If your costs are based on a paper stock other than what's included in the RFP, please explain your rationale and name the alternate paper.

PART 6

IPERS Data Sharing Agreement

AGREEMENT made this __ day of _____ 2025, between the Iowa Public Employees' Retirement System (hereafter referred to as IPERS), and the _____ (hereafter referred to as Vendor).

Background

1. The IPERS is a participating agency and, therefore, must comply with the State of Iowa Enterprise Data Stewardship Security Standard. In addition, IPERS must comply with state and federal laws pertaining to the confidentiality, use and disclosure of personal information.
2. Vendor is not participating agency for the purposes of the State of Iowa Enterprise Data Stewardship Security Standard but must comply with state and federal laws pertaining to the confidentiality, use and disclosure of personal information.
3. This agreement outlines the terms, by which the IPERS and Vendor will share data, including confidential and/or personally identifiable information and also provides the terms under which parties shall maintain the confidentiality of the data to be shared.

Terms and Conditions

1. *Purpose of the Agreement.* IPERS has agreed to share member's confidential, personally identifiable information and other data to fill in variable data fields with Vendor, for the limited purpose for Vendor to accomplish tasks associated with the printing of IPERS forms.
2. *Data Sharing Procedure.* IPERS will provide Vendor with:
 - Data containing members confidential and personally identifiable information to be used to fill in variable data fields on IPERS forms for printing
 - Data will be supplied via ShareFile (ipers.sharefile.com)
3. *Confidentiality of Information.* Vendor agrees that access to the data will be restricted to authorized individuals.
4. *Data Security.* Vendor agrees to store the data securely.
 - Paper documents, DVDs, or other removable media containing data shall be stored in a locked cabinet, in a restricted area, accessible only to authorized individuals.
 - Workstations, laptops, or servers storing data shall be password protected using strong passwords.
 - Laptops containing data shall be encrypted using whole disk encryption (AES 256-bit or stronger).
5. *Data Destruction.* Vendor agrees that when the intended use of the data has been completed, it shall dispose of the information through the following destruction methods:
 - Wipe (e.g., scrub) hard drives, or any other electronic storage media, containing data using a DoD approved destruction method. Hard drives that cannot be wiped shall be physically destroyed by shredding;
 - Shred hard copy data such that the resulting residue prevents any recovery of the data file content.
6. *Redisclosure of Data.* Vendor agrees not to redisclose the data received from IPERS to a third party not covered by the agreement unless written permission by IPERS is received and redisclosure is not prohibited under applicable law.
7. *Data Breach.* Vendor shall notify IPERS, the Iowa Department of Management (Department of Information Technology) and all affected individuals if the data is lost, stolen or disclosed to non-authorized individuals. Vendor shall accept responsibility for any events caused by the

disclosure.

8. *Term.* This agreement is effective on the last date signed by a party and shall remain in effect until destruction or return of the data.

Name

Signature and Date

Name

Signature and Date