The Illinois Student Assistance Commission (ISAC) (“Agency,” or “State”) requests proposals from responsible Offerors to meet its needs. A brief description is set forth below for the Offeror’s convenience, with detailed requirements in subsequent sections of this solicitation. If interested and able to meet these requirements, the State appreciates and welcomes an Offer.

**Brief Description:**

College Illinois!®, the Illinois Prepaid Tuition Program (the “Program”) is administered by the Illinois Student Assistance Commission (“ISAC”) pursuant to Section 529 of the Internal Revenue Code of 1986, as amended, and the Illinois Prepaid Tuition Act (110 ILCS 979). ISAC is an agency of the State of Illinois responsible for administration of numerous financial aid programs with the mission of helping to make college accessible and affordable for students.

The federal government has authorized states to administer 529 programs like College Illinois! so that families can save and pay for college in a tax advantageous way. As a qualified tuition program under Section 529, the Program provided individuals with an opportunity to prepay the cost of future college tuition and mandatory fees, protecting against tuition inflation. Program participants own contracts for tuition benefits and upon matriculation of a student beneficiary, the Program pays tuition and fee benefits to the student’s institution of study.

The Program closed to new enrollments in 2017 so no new accounts have been established since that time. The Program is not expected to reopen in the future. As of June 30, 2023, the Program included:

|  |  |
| --- | --- |
| **Accounts Established:** | 73,226 |
| **Number of Current Accounts:** | 18,733 |
| **Assets:** | $554,973,992 |

The resulting contract with the awarded Offeror shall have a term of ten (10) years. In no event will the total term of the contract, including the initial term, any renewal terms, and any extensions exceed ten (10) years. 30 ILCS 500/20-60. The contract is not renewable.

Please read the entire solicitation package and submit an Offer in accordance with the instructions. All forms and signature areas contained in the solicitation package must be completed in full and submitted along with the technical response and price proposal which combined will constitute the Offer. Do not submit the instruction pages with Offers.

Vendor Disclosure (formerly named Forms A) and IPG Active Registered Vendor Disclosure (formerly named Forms B) may be downloaded from the Chief Procurement Officer for General Services website at <https://cpo-general.illinois.gov/solicitation-and-contract-templates.html>. These sections are a material part of this solicitation and must be returned when applicable with an Offeror’s Offer.

**Offers that do not adhere to the form and content of the Request for Proposal requirements may not be considered.**

SECTION 1.

Part

[Instructions for Submitting OffersA](#A).

[Selection of VendorB](#B).

[Offer to the State of IllinoisC.](#C)

[Specifications/Qualifications/Statement of WorkD.](#D)

SECTION 2

[PricingE.](#E)

**SECTION 3.**

[Standard Terms and ConditionsF.](#F)

[Exceptions to Solicitation and Contract Terms and ConditionsG.](#G)

[State Supplemental ProvisionsH](#H).

[Subcontractor DisclosureI.](#I)

The following sections Vendor Disclosure (formerly named Forms A), and IPG Active Registered Vendor Disclosure (formerly named Forms B) may be downloaded from the Chief Procurement Officer for General Services website at:

*<https://cpo-general.illinois.gov/solicitation-and-contract-templates.html>*

***Vendor Disclosure (formerly named FORMS A)***

*Complete this section if you are not using a State of Illinois Vendor Registration Number which represents registration in the Illinois Procurement Gateway (IPG).*

Business and Directory Information1.

Illinois Department of Human Rights Public Contracts Number2.

Authorized to Transact Business or Conduct Affairs in Illinois3.

Standard Illinois Certifications4.

State Board of Elections5.

Disclosure of Business Operations in Iran6.

Financial Disclosures and Conflicts of Interest7.

Taxpayer Identification Number8.

##### *IPG Active Registered Vendor Disclosure (formerly named FORMS B)*

*Complete this section if you are using an active State of Illinois Vendor Registration Number.*

To ensure that you are registered in the IPG, search for your business name in the IPG Registered Vendor Directory. If your company does not appear in the search results, then you are not registered in the IPG and should complete the Vendor Disclosure (formerly FORMS A) above.

Illinois Procurement Gateway Registration # and expiration date1.

Certification Timely to this Solicitation or Contract2.

Disclosure of Lobbyist or Agent3.

Disclosure of Current and Pending Contracts4.

**SECTION 1.**

1. **INSTRUCTIONS FOR SUBMITTING OFFERS**

**Only Electronic Submissions of Bids and Offers will be Accepted**

**This Request for Proposals is being conducted electronically using** **the ISAC’s Procurement Notices for Illinois Prepaid Tuition Program website**.

<https://www.isac.org/about-isac/procurement-notifications.html>

All notices for this procurement will be posted on the above website and all emails pertaining to this procurement must be sent to [ISAC.RFP@illinois.gov](mailto:ISAC.RFP@illinois.gov)

Any reference to BidBuy in this document should be considered as referring to ISAC’s website and the RFP email address indicated above.

Bidders and Offerors are required to submit their response to the State’s solicitation through the Agency’s email address indicated above. Any information sent to the State outside of the electronic process indicated above, for example by US Mail, FedEx, UPS, or hand delivery, will neither be accepted nor considered. Vendor submissions will only be considered if they are received through the Agency’s email address and on or before the time and date indicated in the Bid Opening on the Bulletin posting. Any required attachments must be submitted via email to the [ISAC.RFP@illinois.gov](mailto:ISAC.RFP@illinois.gov) email address.

Documents shall be submitted in an electronic format that can be accessed and read using Microsoft Office or Adobe Reader. Corrupted files shall not be considered. It is the responsibility of the vendor to ensure that files are accessible and legible after uploading.

The vendor is solely responsible for ensuring timely submission of their electronic solicitation response. Failure to allow adequate time prior to the solicitation end date to complete and submit a response to a solicitation, particularly in the event technical support assistance from the State is required, places the vendor and their bid, offer or response at risk of not being accepted.

File size may impact the number or size of attachments allowed on a single email. Please consider this dependency when attaching very large documents and consider ZIP folders or multiple email submissions.

* 1. **VENDOR INSTRUCTIONS TO SUBMIT IN BIDBUY – Not Applicable.**
  2. **This Request for Proposals is being conducted electronically using the ISAC’s Procurement Notices for Illinois Prepaid Tuition Program website**.

<https://www.isac.org/about-isac/procurement-notifications.html>

* + 1. All notices for this procurement will be posted on the above website.
    2. All emails pertaining to this procurement must be sent to [ISAC.RFP@illinois.gov](mailto:ISAC.RFP@illinois.gov).
    3. The Offeror’s proposal and any documents, not related to pricing, must be sent in an email to [ISAC.RFP@illinois.gov](mailto:ISAC.RFP@illinois.gov) before the opening date and time indicated in A.10.
    4. The Offerors pricing documents must be sent as a separate email to [ISAC.RFP@illinois.gov](mailto:ISAC.RFP@illinois.gov) with a subject line that includes the offeror’s name and “Pricing”. Pricing must be submitted before the opening date and time indicated in A.9.
  1. **CONFLICT BETWEEN INFORMATION IN ELECTRONIC DOCUMENTS AND ON AGENCY WEBSITE**: If the Agency provides information in electronic documents (i.e. the RFP and other attachments) that is different or in conflict with the information it provides on its website, then the information in electronic documents is presumed to represent the Agency’s intent. If the Offeror provides information in electronic documents that is different or in conflict with the information the Offeror provides elsewhere, then the information in electronic documents shall represent the Offeror’s intended submission.
  2. **HOW TO ENTER INFORMATION**: Type information in the red text form fields provided. If the information requested does not apply to the Offeror’s situation, then enter “N/A” into the text form field. Please enter the requested information or N/A into every text form field.
  3. **PUBLISHED PROCUREMENT INFORMATION:** The Agency publishes procurement information for this procurement on the Illinois Prepaid Tuition Program website: <http://www.isac.org/about-isac/procurement-notifications.html>. Procurement information may not be available in any other form or location. Offeror is responsible for monitoring the website. The Agency will not be held responsible if Offeror fails to receive the optional e-mail notice of future amendments to the solicitation.
  4. **INFORMATION CONTACT:** The individual listed below shall be the single point of contact for this solicitation. Unless otherwise directed, Offerors should only communicate with the Information Contact. The State/Agency shall not be held responsible for information provided by or to any other person.

Information Contact: Lisa Sayers

Contact Email: [ISAC.RFP@illinois.gov](mailto:ISAC.RFP@illinois.gov)

Contact Phone: 847-831-8293

Suspected errors should be immediately reported to the Information Contact. Do not discuss, directly or indirectly, the solicitation or any Offer with any State officer or employee other than the Information Contact.

* 1. **OFFEROR QuestioNS AND AGENCY RESPONSE:** All questions, other than questions raised at the Pre-Submission Conference, pertaining to this solicitation must be submitted in writing to the Information Contact no later than December 4, 2023. Questions received and the Agency responses will be posted as an Amendment to the original solicitation on the Bulletin; only these posted answers to questions shall be binding on the State. Offerors are responsible for monitoring the Bulletin.
  2. **PRE-SUBMISSION CONFERENCE**

In the Bulletin posting, the Agency may schedule a Pre-Submission Conference as the “Pre-Bid Conference:”.

Is attendance at the Pre-Submission Conference mandatory? Yes  No

Date & Time: November 27, 2023, at 10:00 a.m.

See attached *“****Pre-Submission Conference Information for Prepaid Tuition RFP****” for meeting details and WebEx information.*

If attendance is mandatory, Offeror (current Vendor included) will be disqualified and considered non-responsive if Offeror does not attend, is not on time, leaves early or fails to sign the attendance sheet. Offeror must allow adequate time to accommodate security screenings at the site.

* 1. **OFFER DUE DATE, TIME, AND ADDRESS FOR SUBMISSION OF OFFERS**: Each solicitation contains the Offer Due Date and Time appearing as the “Bid Opening Date:” on the Bulletin posting. Offers will be opened on the “Bid Opening Date:”
     1. Offer Firm Time**:**  The Offer must remain firm for 180 days from opening.
     2. Proposal due date / Bid Opening Date: **January 3, 2024, at 2:00 PM**
     3. Proposals must be submitted by email to**[ISAC.RFP@illinois.gov](mailto:ISAC.RFP@illinois.gov)**.

Pricing documents must be sent as a separate email to [**ISAC.RFP@illinois.gov**](mailto:ISAC.RFP@illinois.gov) and the email shall contain the vendor’s name and “Pricing” in the subject line.

* 1. **SECURITY:** Performance Bond: Not Applicable
  2. **SMALL BUSINESS SET-ASIDE:** Not Applicable
  3. **MINORITY CONTRACTOR INITIATIVE:** The State requires a fee of $15 to cover expenses related to the administration of the Minority Contractor Opportunity Initiative. Any offeror awarded a contract of $1,000 or more under Section 20-10, 20-15, 20-25 or 20-30 of the Illinois Procurement Code (30 ILCS 500) is required to pay a fee of $15. The Comptroller shall deduct the fee from the first check issued to the Vendor under the contract and deposit the fee in the Comptroller’s Administrative Fund. 15 ILCS 405/23.9.
  4. **PROCUREMENT OF DOMESTIC PRODUCTS:** It is the policy of the State of Illinois to use State procurements to maximize the use of goods, products, and materials produced in Illinois. 30 ILCS 517. If this procurement is for a product alone and does not include a service, then preference shall be given to a product manufactured in the United States.

A vendor must affirmatively declare at the time they submit their bid or offer that the product being proposed to the State is manufactured in the United States. The purchasing agency may request documentation verifying the product’s manufacturing origin. The purchasing agency shall purchase the product manufactured in the United States unless the agency determines that any of the following applies: (1) the procured product is not manufactured in the United States in reasonably available quantities, or (2) the price of the procured product manufactured in the United States exceeds the price of available and comparable procured products manufactured outside of the United States by 12% or more, or (3) the quality of the procured product manufactured in the United States is substantially less than the quality of the comparably priced, available, and comparable procured products manufactured outside of the United States, or (4) the purchase of the procured products manufactured outside of the United States better serves the public interest by helping to protect or save life, property, or the environment, or (5) the purchase of the procured product is made in conjunction with contracts or offerings of telecommunications, fire suppression, security systems, communications services, Internet services, or information services, or (6) the purchase is of pharmaceutical products, drugs, biologics, vaccines, medical devices used to provide medical and health care or treat disease or used in medical or research diagnostic tests, and medical nutritionals regulated by the Food and Drug Administration under the federal Food, Drug and Cosmetic Act.

* 1. **EMPLOYMENT TAX CREDIT:** Offerors who hire qualified veterans and certain ex-offenders may be eligible for tax credits. 30 ILCS 500/45-67 and 45-70. Please contact the Illinois Department of Revenue (217-524-4772) for information about tax credits.
  2. **GOVERNING LAW AND FORUM**: Illinois law and rules govern this solicitation and any resulting contract. Offeror must bring any action relating to this solicitation or any resulting contract in the appropriate court in Illinois. This document contains statutory references designated with “ILCS”. Offeror may view the full text at [*http://www.ilga.gov/legislation/ilcs/ilcs.asp*](http://www.ilga.gov/legislation/ilcs/ilcs.asp).
  3. **PUBLIC RECORDS AND REQUESTS FOR CONFIDENTIAL TREATMENT:** Offers become the property of the State. All offers will be open to the public under the Illinois Freedom of Information Act (FOIA) (5 ILCS 140) and other applicable laws and rules, unless Offeror requests in its Offer that the State treat certain information as confidential. A request for confidential treatment will not supersede the State’s legal obligations under FOIA. The State will not honor requests to keep entire Offers confidential. Offerors must show the specific grounds in FOIA or other law or rule that support confidential treatment. Regardless, the State will disclose the successful Offeror’s name, the substance of the Offer, and the price.

If Offeror requests confidential treatment, Offeror must submit additional attachments of the Offer with proposed confidential information redacted (see C.13 Redacted Offer). This redacted copy must tell the general nature of the material removed, and shall retain as much of the Offer as possible. In a separate attachment, Offeror shall supply a listing of the provisions identified by section number for which it seeks confidential treatment and identify the statutory basis or bases under Illinois law, including a detailed justification for exempting the information from public disclosure.

Offeror will hold harmless and indemnify the State for all costs or damages associated with the State defending Offeror’s request for confidential treatment. Offeror agrees that the State may copy the Offer to facilitate evaluation, or to respond to requests for public records. Offeror warrants that such copying will not violate the rights of any third party.

* 1. **RESERVATIONS:** Offeror must read and understand the solicitation and tailor the Offer and all activities to ensure compliance. The State reserves the right to amend the solicitation, reject any or all offers, award by item/services, group of items/services, or grand total, and waive minor defects. The State may request a clarification, inspect Offeror’s premises, interview staff, request a presentation, or otherwise verify the contents of the Offer, including information about subcontractors and suppliers. The State may request Best & Final Offers when appropriate. The State will make all decisions on compliance, evaluation, and terms and conditions, and shall make decisions in the best interests of the State and in accordance with the Illinois Procurement Code, rules and other applicable State and Federal statutes and regulations. This competitive process may require that Offeror provide additional information and otherwise cooperate with the State. If an offeror does not comply with requests for information and cooperate, the State may reject the offer as non-responsive to the solicitation. Submitting an offer does not entitle Offeror to an award or a contract. Posting a vendor’s name in a Bulletin notice does not entitle the vendor to a contract. The State is not responsible for and will not pay any costs associated with the preparation and submission of any offer. Awarded Offeror(s) shall not commence, and will not be paid for any billable work undertaken prior to the date all parties execute the contract, unless approved in writing in advance by the Agency.
  2. **AWARD:** The State is not obligated to award a contract pursuant to this solicitation. If the State issues an award, the award will be made to the responsive and responsible offeror whose offer best meets the specified criteria unless otherwise permitted by the Illinois Procurement Code and Illinois Administrative Code. However, if the State does not consider the price to be fair and reasonable and negotiations fail to meet an acceptable price, then the State reserves the right to cancel the award and take appropriate action to meet the needs of the State. The State will determine whether the price is fair and reasonable by considering the offer, including the offeror's qualifications, the offeror's reputation, all prices submitted, other known prices, the project budget and other relevant factors. The State will post a notice to the Bulletin identifying the apparent most responsive and responsible offeror.
  3. **REFERENCES:**  Yes  No. If “Yes” is marked, Offeror must provide references from established private firms or government agencies other than the procuring Agency, who can attest to Offeror’s experience and ability to perform the contract that is the subject of this solicitation. Offeror must provide the name, contact information and a description of the supplies or services provided using the References form found in Section 3, Part J.

Type of References: N/A

Number of Each Reference Type: N/A

* 1. **INVOICING ADDRESS:** The awarded Vendor shall invoice at the completion of the contract unless invoicing is tied in the contract to milestones, deliverables, or other invoicing requirements agreed to in the contract. The invoicing information appears below:

|  |  |
| --- | --- |
| Agency: | Illinois Student Assistance Commission |
| Attn: | Betsy Mathew |
| Address: | 1755 Lake Cook Road |
| City, State Zip | Deerfield, IL 60015 |
| Email: | [ISAC.AcctsPayable@illinois.gov](mailto:ISAC.AcctsPayable@illinois.gov) |

Vendor shall not bill for any taxes unless accompanied by proof that the State is subject to the tax. If necessary, Vendor may request the applicable Agency’s Illinois tax exemption number and Federal tax exemption information.

* 1. **PROTEST REVIEW OFFICE:**  Offeror may submit a written protest based upon the following the requirements of the Standard Procurement Rules. 44 Ill. Adm. Code 1.5550. For protests related to specifications, the Agency must physically receive the protest no later than fourteen (14) days after the solicitation or related addendum was posted to the Bulletin. For protests related to rejection of individual proposals or awards, the protest must be received by close of business no later than fourteen (14) days after the protesting party knows or should have known of the facts giving rise to the protest. Protests should be submitted to:

ISAC Procurement Protest Office

Email: [ISAC.GCContract@illinois.gov](mailto:ISAC.GCContract@illinois.gov)

1755 Lake Cook Road

Deerfield, IL 60015

* 1. **EVALUATION PROCESS:** The State determines how well offers meet the Responsiveness requirements. The State will rank offers, without consideration of price, from best to least qualified using a point ranking system (unless otherwise specified) as an aid in conducting the evaluation. Offerors who fail to meet minimum requirements or who receive fewer than the minimum required points, if any, will not be considered for price evaluation and award.

The State evaluates three categories of information: Responsibility, Responsiveness, and Price. The State considers the information provided and the quality of that information when evaluating Offers. If the State finds a failure or deficiency, the State may reject the offer or reflect the failure or deficiency in the evaluation.

* + 1. **RESPONSIVENESS**: A Responsive Offeror is one who submits an offer that conforms in all material respects to the Request for Proposal, and includes **all required** forms.
       1. Subcontractor Disclosure: If the Offer includes any subcontractors, then Offeror shall complete the Subcontractor Disclosure form found in Section 3, Part I.
       2. References: If references are required, then Offeror shall complete and return the References form in Section 3, Part J.
       3. If completing IPG Active Registered Vendor Disclosure (formerly named Forms B), then responsiveness may include and may not be limited to:
* Active Illinois Procurement Gateway registration # with expiration date
* Disclosure of lobbyists for Offeror and parent entity(ies)
* Disclosure of pending and current contracts
* Certifications timely to this solicitation
  + - 1. If completing Vendor Disclosure (formerly named Forms A), required forms may include and may not be limited to:
* Business and Directory Information: Offeror should complete and return the Business and Directory Information form in Vendor Disclosure, Part 1.
* Illinois Department of Human Rights Public Contracts Number: Offeror shall complete and return the IDHR Public Contracts Number form in Vendor Disclosure, Part 2.
* Authorized to Transact Business or Conduct Affairs in Illinois: A person (other than an individual acting as a sole proprietor) must be a duly constituted legal entity prior to submitting a bid and authorized to transact business or conduct affairs in Illinois prior to execution of the contract. For more information, see Authorized to Transact Business or Conduct Affairs in Illinois in Vendor Disclosure, Part 3.
* Standard Illinois Certifications: Offeror shall complete and return the Standard Illinois Certifications form in Vendor Disclosure, Part 4.
* State Board of Elections Registration: Offeror may be prohibited from making political contributions and be required to register with the State Board of Elections. For more information, see State Board of Elections in Vendor Disclosure, Part 5.
* Disclosure of Business Operations with Iran: Offeror should complete and return the Disclosure of Business Operations with Iran form in Vendor Disclosure, Part 6.
* Financial Disclosures and Conflicts of Interest: Offeror shall complete and return the Financial Disclosures and Conflicts of Interest form in Vendor Disclosure, Part 7.
* Taxpayer Identification Number: Offeror should complete and return the Taxpayer Identification form in Vendor Disclosure, Part 8.
  + - 1. The State will determine whether the Offer meets the stated requirements. Minor differences or deviations that have negligible impact on the price or suitability of the supply or service to meet the State’s needs may be accepted or corrections allowed. If no offeror meets a particular requirement, the State may waive that requirement.
      2. When the specification calls for “Brand Name or Equal,” the brand name product is acceptable. Other products will be considered with proof that the other product meets stated specifications and is equivalent to the brand product in terms of quality, performance and desired characteristics.
      3. The State will determine whether the Offer complied with the instructions for submitting offers. Except for late submissions, and other requirements that by law must be part of the submission, the State may require that an offeror correct deficiencies as a condition of further evaluation.
    1. **RESPONSIBILITY**: A responsible Offeror is one who has the capability in all respects to perform fully the contract requirements and who has the integrity and reliability that will assure good faith performance. The State determines whether the Offeror is a “responsible” offeror; an offeror with whom the State can or should do business. For example, the State may consider the following:
       1. A “prohibited bidder” includes any person assisting an employee of the State of Illinois by reviewing, drafting, directing, or preparing any invitation for bids, a request for proposal, or request of information, or providing similar assistance unless such assistance was part of a publicly issued opportunity to review drafts of all or part of these documents.  For purposes of this section, an employee of the State of Illinois means one who, by the nature of his or her duties, has the authority to participate personally and substantially in the decision to award a State contract.  No person or business shall submit specifications to a State agency unless requested to do so by an employee of the State. No person or business that contracts with a State agency to write specifications for a particular procurement need shall submit a bid or proposal or receive a contract for that procurement need.

Nothing herein is intended to prohibit a vendor from bidding or offering to supply developing technology, goods or services after providing the State with a demonstration of the developing technology, goods, or services; provided the subject of the demonstration to the State represents industry trends and innovation and is not specifically designed to meet the State's needs.  Nothing herein is intended to prohibit a person or business from submitting a bid or offer or entering into a contract if the person or business: (i) initiates a communication with an employee to provide general information about products, services, or industry best practices and, if applicable, that communication is documented in accordance with Section 50-39 of the Illinois Procurement Code or (ii) responds to a communication initiated by an employee of the State for the purposes of providing information to evaluate new products, trends, services, or technologies.

* + - 1. Other factors that the State may evaluate to determine responsibility include, but are not limited to: political contributions, certifications, conflict of interest, financial disclosures, taxpayer identification number, past performance in business or industry, references (including those found outside the Offer), compliance with applicable laws, financial responsibility, insurability, effective equal opportunity compliance, payment of prevailing wages if required by law, capacity to produce or sources of supply, and the ability to provide required maintenance service or other matters relating to the offeror’s ability to deliver in the quality and quantity within the time and price as specified in this solicitation.
      2. Awarded offerors must at all times have financial resources sufficient, in the opinion of the State, to ensure performance of the contract and must provide proof upon request. The State may require a performance bond if, in the opinion of the State, it ensures performance of the contract. The State may terminate the contract, consistent with the termination for cause provision of the contract, if the vendor lacks the financial resources to perform under the contract.
      3. The State may require that an offeror correct any deficiencies as a condition of further evaluation.
    1. **PRICE**: The State identifies the lowest priced offer that meets the responsibility and responsiveness requirements.
  1. **BUSINESS ENTERPRISE FOR MINORITIES, WOMEN, AND PERSONS WITH DISABILITIES ACT PARTICIPATION AND UTILIZATION PLAN**: The Bulletin posting indicates whether this solicitation contains a goal to include businesses owned and controlled by minorities, women, and persons with disabilities. If this solicitation is for non-construction supplies or services and contains a goal, then failure to submit a Utilization Plan by a non-certified BEP vendor shall render the Offer non-responsive. 30 ILCS 575/4(f). All questions regarding the subcontracting goal must be directed to the Agency Business Enterprise Program (BEP) Liaison prior to submission of proposals.

Does this solicitation contain a BEP goal?  Yes  No

BEP Liaison: Lisa Murphy-Coveny

Phone Number: 847-257-2283

Email Address: Lisa.Murphy-Coveny@illinois.gov

Businesses included in Utilization Plans as meeting BEP requirements as prime vendors or subcontractors must be certified as BEP vendors prior to the Bid Opening Date. Go to [*https://cei.illinois.gov/*](https://cei.illinois.gov/) for complete requirements for BEP certification. Go to [*https://ceibep.diversitysoftware.com/*](https://ceibep.diversitysoftware.com/) to search for certified BEP vendors.

* 1. **VETERAN SMALL BUSINESS PARTICIPATION AND UTILIZATION PLAN**: The Bulletin posting indicates whether this solicitation contains a goal to include businesses owned and controlled by military veterans. If this solicitation contains a goal, then failure to submit a Utilization Plan as instructed later in this solicitation may render the Offer non-responsive. All questions regarding the subcontracting goal must be directed to the Agency Veteran Small Business Liaison prior to submission of proposals.

Does this solicitation contain a Veteran Small Business goal?  Yes  No

Businesses included in Utilization Plans as meeting Veteran Owned Small Business (VOSB) and Service Disabled Veteran Owned Small Business (SDVOSB) requirements as prime vendors or subcontractors must be certified as VOSB or SDVOSB vendors prior to Bid opening date. Go to

[*https://cei.illinois.gov/veterans-business-program.html*](https://cei.illinois.gov/veterans-business-program.html) for complete requirements for VOSB or SDVOSB certification. Go to[*https://ceibep.diversitysoftware.com/*](https://ceibep.diversitysoftware.com/) to search for certified VOSB and SDVOSB vendors.

**-END OF INSTRUCTIONS-**

1. **SELECTION OF VENDOR**
   1. The State may award to the most responsive and responsible Offeror whose Offer best meets the below criteria.
   2. The State determines how well Offers meet the responsiveness requirements. The State ranks Offers, without consideration of price, from best to least qualified using a point ranking system (unless otherwise specified) as an aid in conducting the evaluation.
   3. If a minimum point requirement has been set, the technical and commitment to diversity combined evaluation results shall determine if the minimum requirement has been met to move the proposal on to the pricing evaluation. Offerors who receive fewer than the minimum required total points (technical + commitment to diversity points) will not be considered for price evaluation and award.
   4. There are three parts to each proposal – technical, commitment to diversity, and pricing. Each part of the proposal is evaluated and ranked independently of the other parts of the proposal.
   5. Section 30 ILCS 500/20-15 and 30 ILCS 500/35-30 of the Illinois Procurement Code requires Offerors to show a demonstrated commitment to diversity.
      1. The commitment to diversity points are equivalent to 20% of the technical points.
      2. Offerors should provide evidence supporting their commitment to diversity using the Commitment to Diversity form found in “Commitment to Diversity Vendor Answer Form.pdf”.
      3. Commitment to Diversity Categories:

Category I **BEP Goal Compliance:** Has the offeror met the set goal for contracting or subcontracting with businesses owned by women, minorities, or persons with disabilities (WMD) or completed a Good Faith Effort Waiver for this procurement?

Category II **Subcontracting/contracting with any WMD (not limited BEP):** Has the offeror's business contracted / subcontracted with any WMD in the prior calendar year. Businesses are not required to be registered with the Business Enterprise Program with the State of Illinois and may not be the subcontract used to achieve this solicitation's BEP goal.

Category III **Diversity, Equity and Inclusion (DEI) Spend:** Offeror’s percentage of business, education and/or community spend from prior calendar year gross revenue that involves businesses owned by women, minorities and/or persons with disabilities. The assisted business is not required to be certified in the Illinois Business enterprise Programs.

Category IV **DEI Time:** Offeror’s hours spent in the prior calendar year on promoting DEI in the workplace, the community, education institutes, or supporting businesses owned by women, minorities, or persons with disabilities. The assisted business is not required to be certified in the Illinois Business Enterprise Program. The success or failure of each event does not impact the points achieved. The event may be voluntary or paid time. *Round total up to next whole number. Ex: 1.15 Hours= 2 Hours*

Category V **DEI Policies:** Entity has provided a written copy or screenshot of their current written workforce DEI policy. Policies must be actionable plans, not overarching concepts around DEI.

Category VI **DEI Staffing:** Entity has provided a list of all staff, management/supervisors, and governing board and/or senior executives indicating % of who identify as a WMD.

* 1. If the State does not consider the price to be fair and reasonable and negotiations fail to meet an acceptable price, the State reserves the right to cancel the award and take appropriate action to meet the needs of the State. The State determines whether the price is fair and reasonable by considering the Offer, including the Offeror's qualifications, the Offeror's reputation, all prices submitted, other known prices, the project budget, and other relevant factors.
  2. The responsiveness elements that the State evaluates without consideration of price, their relative weights in point format, and any minimum point requirements are denoted below.
     1. The total number of points for technical and commitment to diversity is 360 Points.
     2. **TECHNICAL ELEMENTS -** 300 Points

|  |  |
| --- | --- |
| * + - 1. **Mandatory Minimum Requirements** | |
| 1. An established records system developed for servicing of prepaid tuition and all related online portals in conformance with IRS Section 529 regulations. | Yes  No |
| 1. A minimum of five years of experience in comprehensive account servicing for an IRS Section 529 qualified prepaid tuition program. | Yes  No |
| 1. Experience with operational activities to wind down an IRS Section 529 qualified prepaid tuition program. | Yes  No |

| * + - 1. **Responsiveness Elements: Technical** | **Maximum Points** |
| --- | --- |
| 1. Vendors qualifications and relevant experience: | 50 |
| 1. Vendor staff experience and client service strategy | 20 |
| 1. Servicing system capabilities and technology | 50 |
| 1. System and data security | 50 |
| 1. Processes and work plan | 100 |
| 1. Customer service and responsiveness | 30 |

* + 1. **COMMITMENT TO DIVERSITY ELEMENTS –** 60 Points.

Evaluation will be based upon the offeror's response as submitted in the “Commitment to Diversity Vendor Answer Form.”

The “**Complete Vendor Guidance Packet V 24.1**” contains detailed information about completing the **Commitment to Diversity Vendor Answer Form**; both documents are available on the website where the RFP was posted.

* 1. The total number of points for Price is 100. The State will determine Price points using the following formula:

Maximum Price Points X (Lowest Price/Offeror’s Price) = Total Price Points

The maximum number of points is 460 Points.

(Responsiveness 300 + Commitment to Diversity 60 + Price 100).

1. Project Title / Reference # RFP for Prepaid Tuition Comprehensive Account Servicing (GS-2024-054)

The undersigned authorized representative of the identified Offeror hereby submits this Offer to perform in full compliance with the subject solicitation. By completing and signing this form, the Offeror makes an Offer to the State of Illinois that the State may accept.

Offeror should use this form as a final check to ensure that all required documents are completed and included with the Offer. Offeror must mark each blank below as appropriate; mark N/A when a section is not applicable to this solicitation. Offeror understands that failure to meet all requirements is cause for disqualification.

* 1. **SOLICITATION AND CONTRACT REVIEW:** Offeror reviewed the Request for Proposal, including all referenced documents and instructions, completed all blanks, provided all required information, and demonstrated how it will meet the requirements of the State of Illinois.

Yes  No

* 1. **ADDENDA:** Offeror acknowledges receipt of any and all addenda to the solicitation and has taken those into account in making this Offer.

Yes  No N/A

* 1. **PRE-SUBMISSION CONFERENCE:** If attendance was mandatory, Offeror attended the Pre-Submission Conference.

Yes  No  N/A

* 1. **OFFER SUBMISSION:** Offeror is submitting the correct Attachments, including the Commitment to Diversity Vendor Answer Form, properly labeled and by the due date and time.

Yes  No

* 1. **VENDOR DISCLOSURE (formerly named FORMS A) or IPG ACTIVE REGISTERED VENDOR DISCLOSURE (formerly named FORMS B):** Offeror is properly submitting either Vendor Disclosure or IPG Active Registered Vendor Disclosure, but not both.

Yes  No

* 1. **BOND:** If applicable, Offeror is submitting its Bid Bond or Performance Bond.

Yes  No  N/A

* 1. **SMALL BUSINESS SET-ASIDE:** Offeror is a qualified small business in the Small Business Set-Aside Program at the time Offers are due.

Yes  No  N/A

* 1. **RFP Attachment 1 – SPECIFICATIONS/QUALIFICATIONS/STATEMENT OF WORK**

Yes  No

|  |  |  |
| --- | --- | --- |
| C.8.1 | Offeror’s Proposed Solution to Meet the State’s Requirements | Yes  No |
| C.8.2 | Milestones and Deliverables | Yes  No |
| C.8.3 | Offeror/Staff Specifications | Yes  No |
| C.8.4 | Transportation and Delivery Terms | Yes  No N/A |
| C.8.5 | Where Services Are to Be Performed | Yes  No N/A |

* 1. **RFP Attachment 2** – **PRICING**

Provide Pricing document in a separate email sent to[**ISAC.RFP@illinois.gov**](mailto:ISAC.RFP@illinois.gov)**.** Indicate your ***Company Name, Pricing*** in the subject line.

Yes  No

* 1. **RFP attachment 3 – OFFER**

Yes  No

|  |  |  |
| --- | --- | --- |
| C.10.1 | Offer | Yes  No |
| C.10.2 | Exceptions to Solicitation Contract Terms and Conditions | Yes  No N/A |
| C.10.3 | Supplemental Provisions | Yes  No N/A |
| C.10.4 | Subcontractor Disclosures | Yes  No N/A |
| C.10.5 | References | Yes  No N/A |
| C.10.6 | ISAC Data Confidentiality and Security Agreement – signed and dated | Yes  No |
| C.10.7 | Mandatory Items Certification – completed, signed and dated | Yes  No |

* 1. **RFP Attachment 4 – VENDOR DISCLOSURE (formerly named FORMS A)**

Yes  No

|  |  |  |
| --- | --- | --- |
| C.11.1 | Business and Directory Information | Yes  No |
| C.11.2 | Illinois Department of Human Rights Public Contracts Number | Yes  No |
| C.11.3 | Standard Illinois Certifications | Yes  No |
| C.11.4 | Disclosure of Business Operations in Iran | Yes  No |
| C.11.5 | Financial Disclosures and Conflicts of Interest | Yes  No |
| C.11.6 | Taxpayer Identification Number | Yes  No |

* 1. **RFP Attachment 4 – IPG ACTIVE REGISTERED VENDOR DISCLOSURE (formerly named FORMS B)**

Yes  No

|  |  |  |
| --- | --- | --- |
| C.12.1 | Illinois Procurement Gateway Registration # with expiration date | Yes  No |
| C.12.2 | Certifications Timely to this Solicitation | Yes  No |
| C.12.3 | Disclosures of Lobbyists and Pending Contracts | Yes  No |

* 1. **RFP Attachment 5 – REDACTED OFFER**

Yes  No

* 1. **RFP Attachment 6 – Commitment to Diversity**

|  |  |  |
| --- | --- | --- |
| C.14.1 | Completed “Commitment to Diversity Vendor Answer Form” | Yes  No |

* 1. **PREFERENCES**

The Illinois Procurement Code provides various preferences to promote business opportunities in Illinois.

Does Offeror make any claims for preferences? If so, please mark the applicable preference(s) and include a listing of the items that qualify for the preference at the end of this Section and a description of why the preference applies. Agency reserves the right to determine whether the preference indicated applies to Offeror.

Resident Bidder (30 ILCS 500/45-10).

Soybean Oil-Based Ink (30 ILCS 500/45-15).

Recycled Materials (30 ILCS 500/45-20).

Recycled Paper (30 ILCS 500/45-25).

Environmentally Preferable Supplies (30 ILCS 500/45-26).

Correctional Industries (30 ILCS 500/45-30).

Not-for-Profit Agencies for Persons with Significant Disabilities (30 ILCS 500/45-35).

Gas Mileage (30 ILCS 500/45-40).

Small Businesses (30 ILCS 500/45-45).

Illinois Agricultural Products (30 ILCS 500/45-50).

Corn-Based Plastics (30 ILCS 500/45-55).

Disabled Veterans (30 ILCS 500/45-57).

Vehicles Powered by Agricultural Commodity-Based Fuel (30 ILCS 500/45-6).

Biobased Products (30 ILCS 500/45-75).

Historic Preference Area (30 ILCS 500/45-80).

Procurement of Domestic Products (30 ILCS 517).

Proposed product is manufactured in Illinois (30 ILCS 517).

Public Purchases in Other States (30 ILCS 520).

Illinois Mined Coal (30 ILCS 555).

Steel Products Procurement (30 ILCS 565).

Business Enterprise for Minorities, Women, and Persons with Disabilities Act (30 ILCS 575).

Veterans Preference (330 ILCS 55).

Items that Qualify and Explanation:

Signature of Authorized Representative:

Printed Name of Signatory:

Offeror’s Name:

Date:

1. **SPECIFICATIONS/QUALIFICATIONS/STATEMENT OF WORK**
   1. **GOAL:** ISAC is seeking a vendor to provide comprehensive account servicing for the College Illinois! Prepaid Tuition Program (the Program) including records administration, payment processing, call center services and all related online services.
   2. **SUPPLIES AND/OR SERVICES REQUIRED:** The Illinois Student Assistance Commission (ISAC) is seeking a vendor to provide comprehensive account servicing for the Program. This includes, but is not limited to:

* maintaining records at an individual account level,
* processing and posting payments including electronic payments to accounts,
* processing postsecondary institution invoices for payments on behalf of student beneficiaries,
* processing refunds,
* issuing correspondence to purchasers and processing correspondence received from purchasers,
* handling all account maintenance transactions,
* sending out yearly account statements and 1099 tax forms and
* providing customer service for both contract holders and schools by handling phone calls and email inquiries.

**Please Note: Do not provide any pricing information in narrative responses. All pricing information is to be submitted in a separate document and sent as a separate email.**

* + 1. **Call Center** 
       1. The Offeror shall provide call center services for program inquiries received via telephone. The Offeror shall provide sufficient, experienced live operators, including an adequate number who fluently speak Spanish, from 8:00 a.m. to 5:00 p.m. Central Standard Time**,** Monday through Friday except for agreed upon holidays. The Offeror is responsible for installation, maintenance and usage of telephone lines, fax and equipment within its premises for the call center.
       2. The Offeror is responsible for installation, maintenance and usage of telephone lines and equipment within its premises for the customer service call center. An automated system or service for calls received after hours must allow callers to leave contact information for a return phone call.
       3. The Offeror is responsible for creation and maintenance of training materials for call center representatives. The Program reserves the right to review the Offeror’s training methods and processes.
       4. The Offeror shall maintain an automated voice response telephone unit enabling account owners to obtain account information and to select from a menu of self-service options.
       5. The Offeror shall provide reports for each day showing telephone call activity. These reports must include but are not limited to the total number of calls received, number of calls abandoned, average hold time and the average talk time.
    2. **Customer Service and Correspondence Processing**
       1. The Offeror will be responsible for all customer service inquiries received by the Program. Customer service inquiries and transactions are received via telephone, email and fax. Customers include but are not limited to prepaid tuition account owners, beneficiaries and school representatives.
       2. The Offeror is responsible for all account maintenance transactions such as demographic updates, plan changes, payoff requests, account cancellations and refunds. The Offeror shall respond in writing, email or via telephone to correspondence from account owners and beneficiaries in an acceptable timeframe agreed upon by the Program and the Offeror.
       3. The Offeror shall manage incoming correspondence via mail, email, document upload and fax. All incoming documents shall be imaged and available for retrieval when needed by the Offeror and Program staff.
       4. The Offeror is responsible for production and mailing of all outgoing correspondence to account owners including annual account statements and required 1099 tax forms.
       5. The Offeror is responsible for outbound electronic communications related to account servicing to account owners, beneficiaries, school representatives and others.
       6. The Offeror shall conduct activities in compliance with a formal privacy policy that adheres to industry standards to protect the confidentiality of account information.
    3. **Online Services and Website Hosting Services:** 
       1. The vendor is required to provide web portals for online account access, web customer payments, student eligibility information for institutions and tuition invoice submission for schools.
       2. The Offeror shall maintain and update a secure web site with appropriate security that provides online account access for customers. Website functionality should allow account owners, at a minimum, to update contact information, make a contract payment via e-check or credit card, and track benefit usage. Security credentials for the payment process must include PCI Level 1 (Payment Card Industry) Data Security Standards.
       3. The Offeror will maintain a secure website for higher education institutions providing access to student eligibility information and electronic submission of tuition invoices.
       4. The Offeror shall provide Program staff with unrestricted, inquiry-only access to the records and imaging system maintained by the Offeror along with online access to all processing reports required by the Program.
       5. The Offeror must be capable of designing and maintaining a website for the Program, if requested. This includes providing website strategies including mobile design, compliance with Illinois accessibility standards, ability to track and audit site changes, ability to monitor web traffic, capability for disaster recovery and more. If hosting in the cloud, the website must be hosted in a FEDRAMP certified government cloud.
    4. **Payment Remittance and Related Banking Services** 
       1. The offeror shall be required to acquire, maintain, and access the College Illinois! P.O. Box in Jacksonville, Florida to retrieve all Program payments and correspondence received at that address.
       2. The Offeror shall sort and process all incoming mail and all remittance items, checks and correspondence necessary to properly allocate contributions to specific prepaid tuition accounts.
       3. The Offeror shall process cash and allocation data on the same day whenever a transaction is submitted in good order and return not-in-good-order contributions to customers.
       4. The Offeror shall establish a bank account to handle the following:
* Daily deposits via Image Cash Letter Deposit
* Daily automatic sweep of available funds (net any returns from the balance prior to sweeping the account) from the bank account to Program designated account with the Illinois State Treasurer’s office.
* Originate ACH debits and, when necessary, ACH credit transactions for customers who select recurring ACH payment option or request a one-time ACH through the Program’s online account access. Transaction requests should be in NACHA format and provided to originating bank. All returned items should be received and resolved.
  + - 1. The Offeror shall provide web access images to Program staff for payment remittance reconciliation.
    1. **Financial Transaction Processing:** 
       1. The vendor must prepare management reports of program information and data, complete all tax reporting required for the program and maintain privacy and data security standards to protect account information in a secure and confidential manner.
       2. The Offeror is responsible for processing and reconciling all payment transactions from a variety of sources including checks received via mail, recurring ACH payments, e-checks, credit card payments and payroll deduction. The Offeror must ensure systems capability and coordination with the payment remittance team to receive payments and electronic payment information.
       3. The Offeror shall issue all payment remittance materials.
       4. The Offeror shall provide a system to record all dollar transactions with appropriate designation on how the dollars were applied to each individual account.
       5. The Offeror shall process payment adjustments, exception items and returned payments that cannot be directly posted to an account.
       6. The Offeror shall track delinquent accounts and mail notices to account owners for delinquent payments or establish and administer other collection procedures as necessary.
       7. The Offeror shall process refund requests from account owners for voluntary account cancellations, involuntary account cancellations due to delinquency, overpayments, scholarship refunds and any other refund as deemed necessary by the Program. The Offeror will be responsible for generating payment rosters for all refunds processed.
       8. The Offeror shall have processes for issuing refund payments if requested by the Program. This includes issuance of electronic and check payments, notification of payment details to recipients and resolution of all issues regarding issuance and receipt of refunds.
       9. The Offeror shall establish a system to support account owner contract changes as allowed by the Program. Contract changes include transactions such as adding or deleting semesters covered by an account and determining the appropriate price for such transactions.
       10. The Offeror shall possess the ability to process incoming and outgoing rollover payments from other qualified programs and sources. This includes but is not limited to tracking rollover earnings as required by the Internal Revenue Service (IRS) and generating confirmation notices for account owners.
    2. **Matriculation Processing and Services**
       1. The Offeror shall provide a comprehensive system for processing tuition payments to higher education institutions on behalf of Program beneficiaries. This process must provide eligibility information and accommodate paper and electronic invoice submissions from schools and Program participants.
       2. The Offeror shall be responsible for generating payment rosters to the Program and for processing any refunds received from institutions and adjusting related accounts accordingly.
       3. The Offeror will manage all incoming and outgoing written and electronic correspondence to account owners, beneficiaries and schools related to Program benefit payments. Mailings and notifications include but are not limited to information for students using benefits for the first time, periodic notifications to beneficiaries who are ineligible to use account benefits, notification of payout rates for beneficiaries attending private or out-of-state institutions and annual notifications to schools regarding student eligibility and payout rates.
       4. The Offeror shall accept, collect, validate and maintain current tuition and fee rates from the Illinois public higher education institutions to be used for payment of account benefits each term or as needed.
       5. The Offeror will be responsible for all telephone, email and other inquiries received by the Program regarding the matriculation and invoicing process.
       6. The Offeror shall be capable of serving as the distribution agent of all payments made to higher education institutions. This includes issuance of electronic and check payments to schools on behalf of Program participants, notification of payment details and resolution of all issues regarding issuance and receipt of payment.
    3. **System Capabilities** 
       1. The Offeror shall provide the system hardware, software, and systems support necessary to ensure all Program records administration and data administration requirement. Such system capabilities include, but are not limited to image capabilities, payment processing, financial balancing and reconciliation, creation of management reports and extensive tracking for servicing and audit activities.
       2. The Offeror should include a statement describing its automated and manual systems which qualify the firm to undertake the requirements of this RFP.
    4. **System Security**
       1. The Offeror must be able to comply with latest version of NIST 800-53 Security controls
       2. The Offeror shall describe its security plan which should include but not be limited to the following topics:
* Access Control
* Awareness and Training
* Audit and Accountability
* Certification, Accreditation, and Security Assessments
* Configuration Management
* Contingency Planning
* Identification and Authentication
* Incident Response
* Maintenance
* Media Protection
* Physical and Environmental Protection
* Planning
* Personnel Security
* Risk Assessment
* System and Services Acquisition
* System and Communications Protection
* System and Information Integrity
  + 1. **Reporting Requirements**
       1. The Offeror shall provide routine reports for all servicing activity, financial processing, and usage of contract benefits along with management reports relating to various operational performance functions. Reports must be available to Program staff through an online portal.
       2. The Offeror shall work with Program staff to provide special queries or reports as needed in a timely fashion.
       3. The Offeror shall annually provide comprehensive data files to be used by the Program and their actuarial vendor for program valuation using appropriate measures to ensure security and privacy of the data.
       4. The Offeror shall be responsible for sending periodic data files to other state government entities or agents to comply with IRS requirements for Section 529 plans using appropriate measures to ensure security and privacy of the data.
    2. **Tax Reporting** 
       1. The Offeror will be responsible for federal tax reporting on behalf of the Program including generation of appropriate 1099 tax forms to account owners and beneficiaries and electronic filing to the Internal Revenue Service (IRS).
    3. **Audit and Compliance**
       1. The Offeror shall provide the Program with an annual System and Organization Controls (SOC-1) report at no expense to the Program.
       2. The Offeror will manage Program processes incompliance with Internal Revenue Code (IRC) Section 529 and all other applicable regulations.
       3. The Offeror shall have a formal privacy policy in place that adheres to the most stringent privacy policy standards in the industry including state and federal level standards that protect the confidentiality of account information.
  1. **MILESTONES AND DELIVERABLES:** The Offeror shall perform all account servicing activities in acceptable timeframes and according to the performance standards agreed upon by Program staff and the Offeror. Timeframes may vary depending on the nature of the activity. All systems support shall meet ISAC’s expectations including acceptable levels of security.
  2. **OFFEROR / STAFF SPECIFICATIONS:**  Provide an organizational chart and a brief resume for each key individual, specifying functional areas of responsibility. Key personnel must have the qualifications including appropriate experience and technical ability necessary to perform the requirements of this contract.
  3. **TRANSPORTATION AND DELIVERY TERMS:** N/A
  4. **OFFEROR’S PROPOSED SOLUTION TO MEET THE STATE’S REQUIREMENTS:** Please either respond in the space below or in the following prescribed format:

Offeror shall provide a narrative document that addresses the items documented in D.1 through D.4. along with information regarding the mandatory items in B.7.2.1. (See Attachment 3b – Mandatory Items Certification).

* 1. **SUBCONTRACTING**
     1. Subcontractors are allowed. A subcontractor is a person or entity that enters into a contractual agreement with a total value of $100,000 or more with a person or entity who has a contract subject to the Illinois Procurement Code pursuant to which the person or entity provides some or all of the goods, services, real property, remuneration, or other monetary forms of consideration that are the subject of the primary State contract, including subleases from a lessee of a State contract. If subcontractors are to be utilized, Offeror must identify subcontractors expected to receive $100,000 or more annually under the contract and disclose the expected amount of money each will receive in the Subcontractor Disclosure form found in Section 3 Part I.
     2. The Offeror shall notify the State of any additional or substitute subcontractors hired during the term of the contract. If required, Offeror shall provide the State a copy of all such subcontracts within fifteen (15) days after execution of the contract or the subcontract, whichever occurs later.
     3. Any subcontracts entered into prior to award of the contract are done at the sole risk of the Offeror and subcontractor(s).
  2. **WHERE SERVICES ARE TO BE PERFORMED**
     1. Unless otherwise disclosed in this section, all services shall be performed in the United States. This information and the economic impact on Illinois and its residents may be considered in the evaluation. If the Offeror performs the services purchased hereunder in another country in violation of this provision, such action may be deemed by the State as a breach of the contract by Offeror.
     2. Offeror shall disclose the locations where the services required shall be performed and the known or anticipated value of the services to be performed at each location. If the Offeror received additional consideration in the evaluation based on work being performed in the United States, it shall be a breach of contract if the Offeror shifts any such work outside the United States.
     3. Location where services will be performed: United States
     4. Percentage of contract of services performed at this location: 100%

**SECTION 2.**

1. **PRICING**
   1. **FORMAT OF PRICING:**
      1. Offeror shall submit pricing, based on the terms and conditions set forth in Section 1 of this Request for Proposal. Offeror’s price offer shall serve as the basis for the compensation terms of the resulting contract. Failure to submit pricing in a separate email to [**ISAC.RFP@illinois.gov**](mailto:ISAC.RFP@illinois.gov) with *Vendor name, Pricing* indicated in the subject line may render Offeror’s entire Offer non-responsive and ineligible for award.
      2. The Offeror must provide proposed fees for all services to be provided indicating the fee for each service and the basis of the fee (e.g. per account, per month, per hour, etc.).
         1. The fee schedule should cover the complete term of the contract.
         2. Offeror must submit the document that includes the fee schedule as a separate email to [ISAC.RFP@illinois.gov](mailto:ISAC.RFP@illinois.gov) with the subject line containing “*Company Name* Pricing document”.
   2. **TYPE OF PRICING:** The Illinois Office of the Comptroller requires the State to indicate whether the contract pricing is firm or estimated at the time it is submitted for obligation. Pricing pursuant to this contract is estimated.
   3. **EXPENSES ALLOWED:** Expenses are not allowed.
   4. **TAXES:** Pricing shall not include any taxes unless accompanied by proof the State is subject to the tax. If necessary, Offeror may request the applicable agency’s Illinois tax exemption number and federal tax exemption information.
   5. **OFFEROR’S PRICING OFFER: Enter pricing in the line items as instructed in this RFP.** 
      1. Renewal Compensation:
         1. This contract is not renewable.

**SECTION 3.**

1. **TERM AND TERMINATION:**
   1. **TERM OF THIS CONTRACT**: This contract has an initial term of July 1, 2024 through June 30, 2034. If a start date is not identified, then the term shall commence upon the last dated signature of the Parties.
      1. In no event will the total term of this contract, including the initial term, any renewal terms and any extensions, exceed ten (10) years.
      2. Vendor shall not commence billable work in furtherance of this contract prior to final execution of this contract except when permitted pursuant to 30 ILCS 500/20-80.
   2. **RENEWAL**: This contract is not renewable.
   3. **TERMINATION FOR CAUSE:** The State may terminate this contract, in whole or in part, immediately upon notice to the Vendor if: (a) the State determines that the actions or inactions of the Vendor, its agents, employees or subcontractors have caused, or reasonably could cause, jeopardy to health, safety, or property, or (b) the Vendor has notified the State that it is unable or unwilling to perform this contract.

If Vendor fails to perform any material requirement of this contract to the State’s satisfaction, is in violation of a material provision of this contract, or the State determines that the Vendor lacks the financial resources to perform the contract, then the State shall provide written notice to the Vendor to cure the problem identified within the period of time specified in the State’s written notice. If not cured by that date the State may either: (a) immediately terminate this contract without additional written notice or (b) enforce the terms and conditions of this contract.

For termination due to any of the causes contained in this Section, the State retains its rights to seek any available legal or equitable remedies and damages.

* 1. **TERMINATION FOR CONVENIENCE:** The State may, for its convenience and with thirty (30) days’ prior written notice to Vendor, terminate this contract in whole or in part and without payment of any penalty or incurring any further obligation to the Vendor.
     1. Upon submission of invoices and proof of claim, the Vendor shall be entitled to compensation for supplies and services provided in compliance with this contract up to and including the date of termination.
  2. **AVAILABILITY OF APPROPRIATION:** This contract is contingent upon and subject to the availability of funds. The State, at its sole option, may terminate or suspend this contract, in whole or in part, without penalty or further payment being required, if (1) the Illinois General Assembly or the Federal funding source fails to make an appropriation sufficient to pay such obligation, or if funds needed are insufficient for any reason (30 ILCS 500/20-60), (2) the Governor decreases the Agency’s funding by reserving some or all of the Agency’s appropriation(s) pursuant to power delegated to the Governor by the Illinois General Assembly, or (3) the Agency determines, in its sole discretion or as directed by the Office of the Governor, that a reduction is necessary or advisable based upon actual or projected budgetary considerations. Contractor will be notified in writing of the failure of appropriation or of a reduction or decrease.

1. **PAYMENT TERMS AND CONDITIONS:**
   1. **LATE PAYMENT**:Payments, including late payment charges, will be paid in accordance with the State Prompt Payment Act and rules when applicable. 30 ILCS 540; 74 Ill. Adm. Code 900. This shall be Vendor’s sole remedy for late payments by the State. Payment terms contained in Vendor’s invoices shall have no force or effect.
   2. **MINORITY CONTRACTOR INITIATIVE**: Any Vendor awarded a contract of $1,000 or more under Section 20-10, 20-15, 20-25 or 20-30 of the Illinois Procurement Code (30 ILCS 500) is required to pay a fee of $15. The Comptroller shall deduct the fee from the first check issued to the Vendor under this contract and deposit the fee in the Comptroller’s Administrative Fund. 15 ILCS 405/23.9.
   3. **EXPENSES**: The State will not pay for supplies provided or services rendered, including related expenses, incurred prior to the execution of this contract by the Parties even if the effective date of this contract is prior to execution.
   4. **PREVAILING WAGE**: As a condition of receiving payment Vendor must (i) be in compliance with this contract, (ii) pay its employees prevailing wages when required by law, (iii) pay its suppliers and subcontractors according to the terms of their respective contracts, and (iv) provide lien waivers to the State upon request. Examples of prevailing wage categories include public works, printing, janitorial, window washing, building and grounds services, site technician services, natural resource services, security guard and food services. The prevailing wages are revised by the Illinois Department of Labor (DOL)and are available on DOL’s official website, which shall be deemed proper notification of any rate changes under this subsection. Vendor is responsible for contacting DOL at 217-782-6206 or (<https://labor.illinois.gov/>) to ensure understanding of prevailing wage requirements.
   5. **FEDERAL FUNDING**: If Federal funds are expected to be used, then the percentage of the goods/services paid using Federal funds and the total Federal funds expected to be used will be provided to the awarded Vendor in the notice of intent to award.
   6. **INVOICING**: By submitting an invoice, Vendor certifies that the supplies or services provided meet all requirements of this contract, and the amount billed and expenses incurred are as allowed in this contract. Invoices for supplies purchased, services performed, and expenses incurred through June 30 of any year must be submitted to the State no later than July 31 of that year; otherwise Vendor may be required to seek payment through the Illinois Court of Claims. 30 ILCS 105/25. All invoices are subject to statutory offset. 30 ILCS 210.
      1. Vendor shall not bill for any taxes unless accompanied by proof that the State is subject to the tax. If necessary, Vendor may request the applicable Agency’s Illinois tax exemption number and Federal tax exemption information.
      2. Vendor shall invoice at the completion of this contract unless invoicing is tied in this contract to milestones, deliverables, or other invoicing requirements agreed to therein.
2. **ASSIGNMENT:** This contract may not be assigned or transferred in whole or in part by Vendor without the prior written consent of the State.
3. **SUBCONTRACTING**: For purposes of this section, subcontractors are those specifically hired to perform all or part of the work covered by this contract. Vendor must receive prior written approval before use of any subcontractors in the performance of this contract. Vendor shall describe, in an attachment if not already provided, the names and addresses of all authorized subcontractors to be utilized by Vendor in the performance of this contract, together with a description of the work to be performed by the subcontractor and the anticipated amount of money that each subcontractor is expected to receive pursuant to this contract. If required, Vendor shall provide a copy of any subcontracts within fifteen (15) days after execution of this contract. All subcontracts must include the same certifications that Vendor must make as a condition of this contract. Vendor shall include in each subcontract the subcontractor certifications as shown on the Standard Illinois Certification form available from the State. If at any time during the term of the Contract, Vendor adds or changes any subcontractors, then Vendor must promptly notify, by written amendment to the Contract, the Agency Procurement Officer of the names and addresses and the expected amount of money that each new or replaced subcontractor will receive pursuant to the Contract.
4. **AUDIT/RETENTION OF RECORDS**: Vendor and its subcontractors shall maintain books and records relating to the performance of this contract and any subcontract necessary to support amounts charged to the State pursuant this contract or subcontract. Books and records, including information stored in databases or other computer systems, shall be maintained by the Vendor for a period of three (3) years from the later of the date of final payment under this contract or completion of the contract, and by the subcontractor(s) for a period of three (3) years from the later of final payment under the term or completion of the subcontract. If Federal funds are used to pay contract costs, the Vendor and its subcontractors must retain their respective records for five (5) years. Books and records required to be maintained under this section shall be available for review or audit by representatives of: the procuring Agency, the Auditor General, the Executive Inspector General, the Chief Procurement Officer, State of Illinois internal auditors or other governmental entities with monitoring authority, upon reasonable notice and during normal business hours. Vendor and its subcontractors shall cooperate fully with any such audit and with any investigation conducted by any of these entities. Failure to maintain books and records required by this section shall establish a presumption in favor of the State for the recovery of any funds paid by the State under this contract or any subcontract for which adequate books and records are not available to support the purported disbursement. The Vendor or subcontractors shall not impose a charge for audit or examination of the Vendor’s or subcontractor’s books and records. 30 ILCS 500/20-65.
5. **TIME IS OF THE ESSENCE**: Time is of the essence with respect to Vendor’s performance of this contract. Vendor shall continue to perform its obligations while any dispute concerning this contract is being resolved unless otherwise directed by the State.
6. **NO WAIVER OF RIGHTS**: Except as specifically waived in writing, failure by a Party to exercise or enforce a right does not waive that Party’s right to exercise or enforce that or other rights in the future.
7. **FORCE MAJEURE**: Failure by either Party to perform its duties and obligations will be excused by unforeseeable circumstances beyond its reasonable control and not due to its negligence including acts of nature, acts of terrorism, riots, labor disputes, fire, flood, explosion, and governmental prohibition. The non-declaring Party may cancel this contract without penalty if performance does not resume within thirty (30) days after the declaration.
8. **CONFIDENTIAL INFORMATION**: Each Party to this contract, including its agents and subcontractors, may have or gain access to confidential data or information owned or maintained by the other Party in the course of carrying out its responsibilities under this contract. Vendor shall presume all information received from the State or to which it gains access pursuant to this contract is confidential. Vendor information, unless clearly marked as confidential and exempt from disclosure under the Illinois Freedom of Information Act, shall be considered public. No confidential data collected, maintained, or used in the course of performance of this contract shall be disseminated except as authorized by law and with the written consent of the disclosing Party, either during the period of this contract or thereafter. The receiving Party must return any and all data collected, maintained, created or used in the course of the performance of this contract, in whatever form it is maintained, promptly at the end of this contract, or earlier at the request of the disclosing Party, or notify the disclosing Party in writing of its destruction. The foregoing obligations shall not apply to confidential data or information lawfully in the receiving Party’s possession prior to its acquisition from the disclosing Party that were received in good faith from a third-party not subject to any confidentiality obligation to the disclosing Party; that is now or later becomes publicly known through no breach of confidentiality obligation by the receiving Party; or that is independently developed by the receiving Party without the use or benefit of the disclosing Party’s confidential information.
9. **USE AND OWNERSHIP**: All work performed or supplies created by Vendor under this contract, whether written documents or data, goods or deliverables of any kind, shall be deemed work-for-hire under copyright law and all intellectual property and other laws, and the State of Illinois is granted sole and exclusive ownership to all such work, unless otherwise agreed in writing. Vendor hereby assigns to the State all right, title, and interest in and to such work including any related intellectual property rights, and waives any and all claims that Vendor may have to such work including any so-called "moral rights" in connection with the work. Vendor acknowledges the State may use the work product for any purpose. Confidential data or information contained in such work shall be subject to the confidentiality provisions of this contract.
10. **INDEMNIFICATION AND LIABILITY**: The Vendor shall indemnify and hold harmless the State of Illinois, its agencies, officers, employees, agents and volunteers from any and all costs, demands, expenses, losses, claims, damages, liabilities, settlements, and judgments, including in-house and contracted attorneys’ fees and expenses, arising out of: (a) any breach or violation by Vendor of any of its certifications, representations, warranties, covenants or agreements; (b) any actual or alleged death or injury to any person, damage to any real or personal property, or any other damage or loss claimed to result in whole or in part from Vendor’s negligent performance; (c) any act, activity or omission of Vendor or any of its employees, representatives, subcontractors or agents; or (d) any actual or alleged claim that the services or goods provided under this contract infringe, misappropriate, or otherwise violate any intellectual property (patent, copyright, trade secret, or trademark) rights of a third party. Neither Party shall be liable for incidental, special, consequential, or punitive damages.
11. **INSURANCE**: Vendor shall, at all times during the term of this contract and any renewals or extensions, maintain a Certificate of Insurance naming the State as an additional insured for all required bonds and insurance. Certificates may not be modified or canceled until at least thirty (30) days’ notice has been provided to the State. Vendor shall provide: (a) General Commercial Liability insurance in the amount of $1,000,000 per occurrence (Combined Single Limit Bodily Injury and Property Damage) and $2,000,000 Annual Aggregate; (b) Auto Liability, including Hired Auto and Non-owned Auto (Combined Single Limit Bodily Injury and Property Damage), in the amount of $1,000,000 per occurrence; and (c) Worker’s Compensation insurance in the amount required by law. Vendor shall provide the certificate of insurance to ISAC upon ISAC’s request. Insurance shall not limit Vendor’s obligation to indemnify, defend, or settle any claims.
12. **INDEPENDENT CONTRACTOR**: Vendor shall act as an independent contractor and not an agent or employee of, or joint venturer with the State. All payments by the State shall be made on that basis.
13. **SOLICITATION AND EMPLOYMENT**: Vendor shall not employ any person employed by the State during the term of this contract to perform any work under this contract. Vendor shall give notice immediately to the Agency’s director if Vendor solicits or intends to solicit State employees to perform any work under this contract.
14. **COMPLIANCE WITH THE LAW**: The Vendor, its employees, agents, and subcontractors shall comply with all applicable Federal, State, and local laws, rules, ordinances, regulations, orders, Federal circulars and all license and permit requirements in the performance of this contract. Vendor shall be in compliance with applicable tax requirements and shall be current in payment of such taxes. Vendor shall obtain at its own expense, all licenses and permissions necessary for the performance of this contract.
15. **BACKGROUND CHECK**: Whenever the State deems it reasonably necessary for security reasons, the State may conduct, at its expense, criminal and driver history background checks of Vendor’s and subcontractor’s officers, employees or agents. Vendor or subcontractor shall immediately reassign any individual who, in the opinion of the State, does not pass the background checks.
16. **APPLICABLE LAW**:
    1. **PREVAILING LAW:** This contract shall be construed in accordance with and is subject to the laws and rules of the State of Illinois.
    2. **EQUAL OPPORTUNITY:** The Department of Human Rights’ Equal Opportunity requirements are incorporated by reference. 44 Adm. Code 750.
    3. **COURT OF CLAIMS; ARBITRATION; SOVEREIGN IMMUNITY:** Any claim against the State arising out of this contract must be filed exclusively with the Illinois Court of Claims. 705 ILCS 505/1. The State shall not enter into binding arbitration to resolve any dispute arising out of this contract. The State of Illinois does not waive sovereign immunity by entering into this contract.
    4. **OFFICIAL TEXT:** The official text of the statutes cited herein is incorporated by reference. An unofficial version can be viewed at ([*www.ilga.gov/legislation/ilcs/ilcs.asp*](http://www.ilga.gov/legislation/ilcs/ilcs.asp)).
17. **ANTI-TRUST ASSIGNMENT**: If Vendor does not pursue any claim or cause of action it has arising under Federal or State antitrust laws relating to the subject matter of this contract, then upon request of the Illinois Attorney General, Vendor shall assign to the State all of Vendor’s rights, title and interest in and to the claim or cause of action.
18. **CONTRACTUAL AUTHORITY**: The Agency that signs this contract on behalf of the State of Illinois shall be the only State entity responsible for performance and payment under this contract.
19. **EXPATRIATED ENTITIES:** Except in limited circumstances, no business or member of a unitary business group, as defined in the Illinois Income Tax Act, shall submit a bid for or enter into a contract with a State agency if that business or any member of the unitary business group is an expatriated entity.
20. **NOTICES**: Notices and other communications provided for herein shall be given in writing via electronic mail whenever possible. If transmission via electronic mail is not possible, then notices and other communications shall be given in writing via registered or certified mail with return receipt requested, via receipted hand delivery, via courier (UPS, Federal Express or other similar and reliable carrier), or via facsimile showing the date and time of successful receipt. Notices shall be sent to the individuals who signed this contract using the contact information following the signatures. Each such notice shall be deemed to have been provided at the time it is actually received. By giving notice, either Party may change its contact information.
21. **MODIFICATIONS AND SURVIVAL**: Amendments, modifications, and waivers must be in writing and signed by authorized representatives of the Parties. Any provision of this contract officially declared void, unenforceable, or against public policy, shall be ignored and the remaining provisions shall be interpreted, to the extent possible, to give effect to the Parties’ intent. All provisions that by their nature would be expected to survive, shall survive termination. In the event of a conflict between the State’s and the Vendor’s terms, conditions and attachments, the State’s terms, conditions, and attachments shall prevail.
22. **PERFORMANCE RECORD/SUSPENSION**: Upon request of the State, Vendor shall meet to discuss performance or provide contract performance updates to help ensure proper performance of this contract. The State may consider Vendor’s performance under this contract and compliance with law and rule to determine whether to continue this contract, whether to suspend Vendor from doing future business with the State for a specified period of time, or whether Vendor can be considered responsible on specific future contract opportunities.
23. **FREEDOM OF INFORMATION ACT**: This contract and all related public records maintained by, provided to, or required to be provided to the State are subject to the Illinois Freedom of Information Act notwithstanding any provision to the contrary that may be found in this contract. 5 ILCS 140.
24. **SCHEDULE OF WORK**: Any work performed on State premises shall be performed during the hours designated by the State and performed in a manner that does not interfere with the State and its personnel.
25. **WARRANTIES FOR SUPPLIES AND SERVICES**
    1. Vendor warrants that the supplies furnished under this contract will: (a) conform to the standards, specifications, drawings, samples or descriptions furnished by the State or furnished by the Vendor and agreed to by the State, including but not limited to all specifications attached as exhibits hereto; (b) be merchantable, of good quality and workmanship, and free from defects for a period of twelve months or longer if so specified in writing, and fit and sufficient for the intended use; (c) comply with all Federal and State laws, regulations, and ordinances pertaining to the manufacturing, packing, labeling, sale, and delivery of the supplies; (d) be of good title and be free and clear of all liens and encumbrances and; (e) not infringe any patent, copyright or other intellectual property rights of any third party. Vendor agrees to reimburse the State for any losses, costs, damages or expenses, including without limitation, reasonable attorneys’ fees and expenses arising from failure of the supplies to meet such warranties.
    2. Vendor shall ensure that all manufacturers’ warranties are transferred to the State and shall provide to the State copies of such warranties. These warranties shall be in addition to all other warranties, express, implied, or statutory, and shall survive the State’s payment, acceptance, inspection, or failure to inspect the supplies.
    3. Vendor warrants that all services will be performed to meet the requirements of this contract in an efficient and effective manner by trained and competent personnel. Vendor shall monitor the performance of each individual and shall immediately reassign any individual who does not perform in accordance with this contract, who is disruptive or not respectful of others in the workplace, or who in any way violates the contract or State policies.
26. **REPORTING, STATUS AND MONITORING SPECIFICATIONS:** Vendor shall immediately notify the State of any event that may have a material impact on Vendor’s ability to perform this contract.
27. **EMPLOYMENT TAX CREDIT**: Vendors who hire qualified veterans and certain ex-offenders may be eligible for tax credits. 35 ILCS 5/216, 5/217. Please contact the Illinois Department of Revenue (telephone #: 217-524-4772) for information about tax credits.
28. **PUBLICITY/MEDIA:** ISAC reserves the right to examine and approve any release for publication any written, video or audio statement in which the name of ISAC appears. All media in which the name of ISAC appears must be submitted to ISAC’s Director of Communications currently at [lynne.baker@illinois.gov](mailto:lynne.baker@illinois.gov), with a copy to [darla.puckel@illinois.gov](mailto:darla.puckel@illinois.gov), for approval prior to its release, printing, posting or publishing.
29. Click here to enter text. agrees with the terms and conditions set forth in the State of Illinois Request for Proposal (Reference Number: Click here to enter text.), including the standard terms and conditions, Agency supplemental provisions, certifications, and disclosures, with the following exceptions:

|  |  |
| --- | --- |
|  | Excluding certifications required by statute to be made by the Offeror, both Parties agree that all of the duties and obligations that the Offeror owes to Agency for the work performed shall be pursuant to the solicitation, resulting contract, and Offeror’s exceptions accepted by the State thereto as set forth below. |
|  | **STANDARD TERMS AND CONDITIONS** |
| **Section/ Subsection #** | State the exception such as “add,” “replace,” and/or “delete.” |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  | **ADDITIONAL OFFEROR PROVISIONS** |
| **New Provision(s), # et. seq.** | **Section/Subsection New Number, Title of New Subsection**: State the new additional term or condition. |
|  |  |
|  |  |

By: Click here to enter text.

Signed:

Position: Click here to enter text.

Date: Click here to enter text.

1. State Supplemental Provisions:

Agency Definitions

Click here to enter text.

Required Federal Clauses, Certifications and Assurances

Click here to enter text.

American Recovery and Reinvestment Act of 2009 (ARRA) Requirements

Click here to enter text.

Public Works Requirements (construction and maintenance of a public work) 820 ILCS 130/4.

Click here to enter text.

Prevailing Wage (janitorial cleaning, window cleaning, building and grounds, site technician, natural resources, food services, security services, and printing, if valued at more than $200 per month or $2,000 per year) 30 ILCS 500/25-60.

Click here to enter text.

Agency Specific Terms and Conditions – Attachment 3a

ISAC’s Data Confidentiality and Security Agreement. Vendor must date, sign and return this document with their proposal.

Mandatory Items Certification – Attachment 3b

Vendor must complete, date, sign and return this document with their proposal.

1. If subcontracting is allowed by the Agency (see D.7.), then check Yes if subcontractors will be utilized or No if subcontractors will not be utilized.  Yes  No

A subcontractor is a person or entity that enters into a contractual agreement with a total value of $100,000 or more with a person or entity who has a contract subject to the Illinois Procurement Code pursuant to which the person or entity provides some or all of the goods, services, real property, remuneration, or other monetary forms of consideration that are the subject of the primary State contract, including subleases from a lessee of a State contract.

All contracts with subcontractors where the annual value of the subcontract is greater than $50,000 must include Standard Illinois Certifications completed by the subcontractor.

1. Please identify below subcontracts with an annual value of $100,000 or more that will be utilized in the performance of the contract, the names and addresses of the subcontractors, and a description of the work to be performed by each.

* Subcontractor Name: Click here to enter text.

Anticipated/Estimated Amount to Be Paid: Click here to enter text.

Address: Click here to enter text.

Description of Work: Click here to enter text.

* Subcontractor Name: Click here to enter text.

Anticipated/Estimated Amount to Be Paid: Click here to enter text.

Address: Click here to enter text.

Description of Work: Click here to enter text.

**If additional space is necessary to provide subcontractor information, please attach an additional page.**

1. For the subcontractors identified above, the Offeror must provide each subcontractor’s Financial Disclosures and Conflicts of Interest to the State as these are incorporated as a material term of the contract.
2. If the subcontractor is registered in the Illinois Procurement Gateway (IPG) and the Offeror is using the subcontractor’s Standard Certifications or Financial Disclosures and Conflicts of Interest from the IPG, then the Offeror must also provide a completed IPG Active Registered Vendor Disclosure (formerly named Forms B) for the subcontractor.