

**The University of Iowa  
Request for Qualification Number 18618**

**For**

**Managed Service Provider for Traveling Medical Staff**

**The University of Iowa  
Purchasing Department  
202 PCO  
Iowa City, Iowa 52242-2500  
June 17, 2026**

**COMMUNICATION INSTRUCTIONS AND TIMELINE**

All communications related to this Request for Qualifications (RFQL) from interested Suppliers **must** be directed through the University of Iowa’s Purchasing Department, specifically, Renee Funk, Chief Procurement Officer. Any breach in protocol may result in disqualification from the competitive process.

**TIMELINE**

<b><u>Due Dates:</u></b>	<b><u>Event</u></b>
Monday, June 17, 2026	RFQL issue by University
Friday, June 26, 2026	Supplier questions due to via eBid portal or to Renee Funk via email renee-funk@uiowa.edu
Monday, July 13, 2026	RFQL Final Proposal by Supplier via eBid system.

*All items are due by 3:00 PM CST.*

**Interviews or presentations may be scheduled for selected Suppliers based on the evaluations of proposals. In the event presentations are desired they will occur the weeks of August 3<sup>rd</sup> and August 10<sup>th</sup> 2026 and Suppliers will need to ensure available in person or remotely during this time.**

**2. BACKGROUND**

**University of Iowa Health Care:**  
The University of Iowa Health Care is Iowa’s only comprehensive academic health system, which includes the Roy J. and Lucille A. Carver College of Medicine, the UI Health Care clinical enterprise, and UI Physicians, the multispecialty medical and surgical group practice. The clinical enterprise includes medical centers on the university campus, downtown Iowa City campus, and North Liberty campus in the neighboring community of North Liberty, Iowa. UI Health Care also has outpatient clinic locations in the Iowa City area and communities throughout the state. The downtown campus, formerly Mercy Iowa City Hospital, joined UI Health Care in January 2024. The North Liberty campus, the first construction of a new hospital away from the university campus, opened in April 2025. At its medical centers and clinics, UI Health Care provides adult and pediatric primary and specialty care to patients and families from across Iowa, throughout the nation, and around the world. Its clinical enterprise is comprised of more than 1,200 staff physicians and dentists, nearly 875 resident and fellow physicians, and over 6,000 nursing team members. Collectively, the three medical center campus locations include more than 1,000 inpatient beds. For fiscal year 2024, UI Health Care reported more than 34,000 inpatient admissions and over 1.3 million clinic visits at its medical centers and clinics. UI Health Care is ranked annually by U.S. News & World Report as the state’s top medical center and one of the nation’s best hospitals, with several of its specialties ranked among the top 50 in the country. UI Health Care Stead Family Children’s Hospital is Iowa’s only children’s hospital nationally ranked by U.S. News. UI Health Care was the first in Iowa to be designated a Magnet Hospital (2004) by the American Nurses Credentialing Center

and the first in Iowa to be re-designated four times (2008, 2013, 2018, and 2023). Through innovation, collaboration, and expertise, UI Health Care is committed to providing safe, high-quality care with excellent service and exceptional outcomes. In addition to serving as a center for highly specialized care, UI Health Care conducts research to better understand, prevent, and treat injuries and illnesses, and it also educates students and trainees in medicine and allied health professions.

### **3. GENERAL**

#### **3.1 OBJECTIVE AND INTENT:**

The objective of requesting proposals is to acquire services of a reputable and proven supplier with a demonstrated ability to be a managed service provider for placement and management of University medical agency traveling staff, hereafter Managed Service Provider (MSP).

#### **3.2 EVALUATION CRITERIA:**

Evaluation will be based upon presentation of the materials outlined herein, with particular attention paid to the scope and nature of services. A University committee intends to select Supplier(s) exclusively from written proposals but reserves the right to request a follow-up interview and presentation from qualified suppliers.

The University will select the Supplier(s) that best meets the requirements of the solicitation and other considerations as stated in the RFQL. However, the University reserves the right to withdraw this RFQL and to make decisions it determines to be in the best interest of the University.

The University reserves the right to conduct discussions with Suppliers, to seek further information and clarification, to accept revisions of proposals, and to negotiate price changes. During this discussion period, the University will not disclose any information derived from proposals submitted, or from discussions with other bidders. Upon selection of the successful Supplier(s) the University will enter into negotiations with Supplier(s) for an appropriate agreement(s). These negotiations may not depart substantially from the selected proposal without the University's agreement. If the University and the Supplier selected are unable to reach an agreement, the University may terminate negotiations and begin negotiations with another Supplier or seek new proposals.

Supplier's submission of a proposal constitutes Supplier's acceptance of the evaluation technique and Supplier's recognition and acceptance, that subjective judgments will be used by the University during the assignment of points.

Determination of compliance and responsiveness to the requirements of the RFQL will be made after a thorough and careful review of the proposals. Your proposal must contain information relative to each of the items listed below to be considered responsive. Answers should be detailed and complete.

Although the University has listed general criteria that will be used in its final evaluation, the University does not intend these criteria to limit the Supplier's creativity in preparing a proposal it believes will accomplish the University's goals. The use of a specific Supplier will be based on the Supplier's performance.

The required documentation of expertise and qualifications outlined in this request is intended to serve primarily as a general guide for each statement of qualifications, with the minimum requirements listed. Each Supplier is expected to submit a fully detailed statement of qualifications, which adequately describes the advantages and benefits the University would realize by selecting the Supplier.

The University may at its option, require oral presentations if deemed necessary, in considering the University's best interest. Interested Suppliers are invited to submit qualifications for the Supplier and the individual qualifications of the Supplier's representative(s) designated as key personnel to be assigned to the University if selected, as described in the RFQL.

### **3.3 TERM:**

Upon successful selection and negotiation, the resultant Agreement will begin upon execution for an initial three (3) year term. Thereafter, the contractual agreement may be extended upon the written mutual consent of both parties, extensions will be for four (4) additional one (1) year periods for a potential seven (7) year agreement.

## **4. SCOPE OF SERVICES**

The successful Supplier will work in partnership with the University and will be expected to fulfill the following scope of services, including but not limited to the following:

- Supplier shall act as a staffing Managed Service Provider (MSP) and be solely responsible for sourcing, vetting, onboarding, managing, and supporting all traveling healthcare staff.
- Supplier shall not replace, supersede, or manage existing University contracts; however, Supplier shall coordinate staffing needs independently and assume full operational accountability for all temporary staff placements. Supplier shall ensure all activities comply with University policies, procedures, and audit expectations, including timekeeping validation and billing accuracy.
- Oversee all process steps related to placement of agency travel staff, including but not limited to:
  - Sourcing
  - Obtaining necessary documentation
  - Credentialing
  - Onboarding
  - Scheduling training
  - Managing staff performance and removing staff as necessary
- Provide support and relationship management for agency staff.

- Provide ongoing review of the University's current agency staff to anticipate and address staffing needs.
  - Majority of agency staff are RNs, however, the University also utilizes surgical techs, pharmacy techs, radiology techs, respiratory therapists, etc.
- Provide strategies that would be used to decrease use of agency staff in Fiscal Year 2028 (July 1, 2027 through June 30, 2028) and beyond.
- Review agency staff billing to ensure accuracy.
- Track agency staff timecards and ensure accuracy.
- Supplier will not manage any existing University contracts. University will winddown its agency agreements on a mutually agreeable timeline to facilitate a smooth transition. Supplier is solely responsible for managing all traveling staff needs unless otherwise agreed to by the parties
- Awarded supplier will be required to participate in meetings with University Nurse Managers and leadership to ensure a complete and accurate understanding of current operations, needs and expectations.
- Supplier shall use this learned knowledge to complete interviews with candidates on their own and not require the inclusion of University staff.
- Supplier is required to provide change management services.
- Supplier shall arrange quarterly business reviews (QBRs) with the University department and facilitate removal/replacement protocols for under-performance.
- Supplier shall oversee invoice audit and reconciliation and prevent unauthorized hours / "time creep".
- The University reserves the right to audit supplier pricing models, margins, and subcontractor rates
- Supplier agrees to not actively recruit and hire existing and/or permanent UI Health Care employees. The University reserves the right to hire temporary staff as designated within this Agreement without placement/finder/conversion fees.
- It is required Awarded Supplier is accredited by The Joint Commission.

### **Enterprise Labor Management System (API/Symplr Workforce) Integration**

The University desires Awarded Supplier to have an integration with existing Enterprise Labor Management System (API/Symplr Workforce) (ELMS) time and attendance platform.

- Integration must:
  - Preserve University control of approved hours
  - Prevent Supplier override of timekeeping records
- Supplier shall detail:
  - Integration approach and benefits if integration was possible
  - Data exchange formats supported for payroll and invoicing imports and exports.
  - Security and access controls with preference for ability to use single-sign-on (SSO) to the system.

**Market Assessments**

The University requires regular market assessments to be provided by Supplier. Supplier shall clearly detail what is included in these market assessments and the frequency at which they will be provided.

Market Assessments should include information on:

- Data sources
- Market indicators tracked (e.g., specialty demand, geographic premiums)
- Comparison to University rates

**Reporting**

Supplier shall provide standard and customizable reporting dashboards with real-time visibility into:

- Fill rates
- Time-to-fill
- Cost per traveler
- Contract extensions
- Agency performance

**Timelines**

Supplier shall propose cycle time commitments, including:

- Requisition-to-submittal timeline
- Interview-to-offer timeline
- Offer-to-start timeline

**Workforce Optimization Strategy**

- Supplier shall provide:
- Forecasting models
- Seasonal planning strategies
- Demand smoothing approaches

**Accreditation**

Supplier shall be accredited as a staffing agency by The Joint Commission.

**Vendor Neutrality**

Supplier must demonstrate agency-neutral sourcing practices, and not prioritize affiliated agencies without justification.

**Exit Strategy**

Supplier shall propose an exit strategy including a transition-out plan, data ownership and return requirements, and continuity obligations

## **Pricing**

Supplier pricing should be at a competitive national and industry standard. Supplier is required to demonstrate how pricing is calculated, monitored and adjusted to ensure competitive and fair rates are being utilized, and clearly define rate components (bill rate, pay rate, fees, margins). Supplier shall provide market index validation (e.g., national staffing indices, geographic differentials). University retains full authority to approve or reject all proposed bill rates. Supplier shall not implement incentives, bonuses, or premiums without prior University approval.

Supplier shall disclose:

- All incentives offered to candidates (sign-on, completion bonuses, etc.)
- Governance process to ensure alignment with University approval

**Scope of Services-Changes:** The University reserves the right to change the scope of work as required. Notices of such changes will be made in writing by the University to the Supplier.

**UI Terms Incorporation:** Vendor agrees to use commercially reasonable efforts to incorporate University's staff credentialing and onboarding requirements into staffing agreements.

## **5. SUBMITTALS**

**Each Supplier must provide written responses to each of the following items in this section. All responses must be in the order shown below and numbered accordingly**

Provide a proposal detailing the Supplier's process to be used in providing the services described herein. The proposal should clearly indicate any major requirements that cannot be met by the Supplier, and highlight the major features of the proposal to assist the reader in determining generally how the qualifications of the Supplier and the proposal meets and exceeds the requirements proposed by the University.

**5.a) Services Overview:** Supplier shall act as a staffing Managed Service Provider (MSP) and be solely responsible for sourcing, vetting, onboarding, managing, and supporting all traveling healthcare staff.

Provide a high level overview describing Supplier's approach, processes experience and unique ability to provide the services detailed in Section 4 Scope of Work.

Responses to this section shall include confirmation and supporting documentation of Supplier's accreditation with The Joint Commission.

**5.b) Service Structure to The University:**

**5.b.i)** Provide a breakdown of the resources Supplier would provide as part of the services.

- 5.b.ii)** Provide a detailed plan for how Supplier would propose transitioning the services from the University team (3 FTE) that currently oversees it to the Supplier's team.
- 5.b.iii)** Detail Supplier's experience in providing these services to other clients similar in scope, including those with a mix of positions (e.g., mostly RNs but also other specialties).
- 5.b.iv)** Describe in detail benefits that would be realized by the University in utilizing the services of Supplier rather than the University's own staff.
- 5.b.v)** Provide any support, access, equipment, etc. that Supplier would need from the University.
- 5.b.vi)** Detail Supplier's approach to reviewing agency services invoices to ensure correctness.
- 5.b.vii)** Supplier shall clearly detail timeline expectations from time of job interview to job acceptance and protocols put in place to ensure process is efficient.
- 5.b.viii)** Supplier shall clearly detail any and all incentives/penalties associated with the University hiring traveling personnel provided by the Awarded Supplier.
- 5.b.ix)** Describe how Supplier will demonstrate agency-neutral sourcing practices, and not prioritize affiliated agencies without justification.
- 5.b.x)** Describe Supplier's strategy to frequency and information presented in quarterly business reviews.
- 5.b.xi)** Worker Expectations: The University Health Care requires all assigned temporary staff have clear expectations regarding the assignment and University requirements (including all policies and procedures), including a complete understanding of the duration of their assignment. How do you communicate this information to HCWs to avoid issues during their assignment? Please provide an example of communication to a potential HCW assignee.
- 5.b.xii)** Parking: It is the expectation of the University that temporary/traveling staff pay for their own parking. Parking fees will not be reimbursed by the University. Furthermore temporary/traveling staff are not permitted to park in patient facility parking ramps.

Parking Permits, subject to availability, can be purchased by contacting the Parking and Transportation offices.

More parking information can be found at this website:

<https://transportation.uiowa.edu/travelnurse>

Confirm acceptance and understanding of this requirement. Supplier shall detail how they will work to ensure compliance with this requirement.

**5.b.xiii) Repeated Assignment Abandonment:** This type of service has demonstrated challenges with assigned travelers ending their assignments earlier than their contract duration. Given the essential nature of the services associated with patient care as well as the investment of University resources preparing them to provide services an early position abandonment causes risk to



quality of patient care and loss of University funds. It is the expectation of the University that Awarded Supplier ensure these situations are minimized.

Suppliers shall clearly detail their approach, strategy, and financial proposals to ensure negative risks to patient care and University funds are minimized. At minimum address the two specific scenarios:

1. If an assigned traveler begins their assignment but then terminates early without notice, the University has lost resources and possibly other candidates for the assignment. How will the Supplier make the University whole for this situation? Will there be any pricing concessions or fees returned to the University? How will the Supplier ensure patient care is uninterrupted?
2. In the event multiple and ongoing occurrences of Supplier's HCWs terminate early there is a larger performance and reliability concern. How do you ensure that you are placing travelers who will be responsible for the duration of their assignment? Please describe how this issue is prevented by the Supplier, and how the University would be made whole by the Supplier for the lost investment from repeated early terminations.

### **5.c Staffing Model & Strategy:**

**5.c.i).** Describe in detail how Supplier will ensure there is adequate staffing at all times.

**5.c.ii)** Describe your network of agency partners and how you ensure adequate staffing coverage for your customers. Responses should include how you prioritize your agencies (tiering, performance-based allocation, etc). Suppliers shall also detail contingency strategies during staffing shortages.

**5.c.iii)** Supplier shall not replace, supersede, or manage existing University contracts; however, Supplier shall coordinate staffing needs independently and assume full operational accountability for all temporary staff placements. Supplier shall ensure all activities comply with University policies, procedures, and audit expectations, including timekeeping validation and billing accuracy.

**5.c.iv)** Oversee all process steps related to placement of agency travel staff, including but not limited to:

- Sourcing
- Obtaining necessary documentation
- Credentialing
- Onboarding
- Scheduling training

**5.c.vi)** Describe in detail how you manage under performance staff and/or agencies you use to provide service.

**5.c.vii) Book of Business:** Proposing suppliers **must** complete and return the Excel document titled *“RFQL 18618 Supplier Demonstrated Book of Business”*

as part of their eBid submission. The document is available in the Attachments section of eBid.

**5.d) Supplier shall propose cycle time commitments, including:**

- Requisition-to-submittal timeline
- Interview-to-offer timeline
- Offer-to-start timeline
- Provide support and relationship management for agency staff.
- Review agency staff billing to ensure accuracy.
- Track agency staff timecards and ensure accuracy.

**5.e) Operations & Service Delivery:** Detail your end-to-end workflow from requisition to placement. Responses should also address credentialing accuracy, timecard validation and invoice accuracy procedures.

**5.f) Timekeeping & Billing Integrity:** Describe your approach to validating timecards against client systems (ELMS). How do you detect and prevent:

- Overbilling
- Unauthorized hours
- Misaligned pay codes

**5.g) Support Candidate Experience & Quality:** Describe candidate screening and interview processes.

**5.g.i)** What quality metrics do you track (e.g., assignment completion rate, manager satisfaction)?

**5.g.ii)** How do you ensure alignment with University expectations?

**5.h) Compliance & Risk:** Describe how you ensure compliance with:

- Credentialing requirements
- Regulatory standards
- Institutional policies
- Describe insurance coverage and risk allocation

**5.h.i)** Detail from Supplier's perspective and past experiences, what Supplier believes to be the inherent risks in a project of this nature.

**5.i.i) Cost Reduction/Workforce Strategy:** Describe in detail strategies and solutions your firm provides including but not limited to:

**5.i.ii)** Reduce reliance on agency staff over time

**5.i.iii)** Optimize internal workforce utilization

**5.i.iv)** Describe how your model supports long-term cost containment.

**5.i.vi)** Detail any forecasting models, seasonal planning strategies, and/or demand smoothing approaches.

**5.j) Change Management:** Provide a description of the Supplier's proposed process for ensuring effective change management services. Responses shall include

demonstrated experience of successfully implementing change management at similar institutions while also specifically detailing the approach, why it works, and abilities to change and be flexible as needed.

**5.j.i)** Provide examples of similar implementations.

**5.j.ii)** Describe your change management methodology.

**5.j.iii)** What flexibility do you provide if implementation timelines shift?

**5.j.iv)** Describe in detail your approach and strategy to meet and learn from University Nurse Managers and leadership to ensure a complete and accurate understanding of current operations, needs and expectations. Supplier shall use this learned knowledge to complete interviews with candidates on their own and not require the inclusion of University staff.

**5.k) Implementation & Transition Timeline:** Supplier shall clearly detail implementation timeline from contract award to fully completed transition. Proposals shall clearly detail any and all milestones as well as University resources (information, time and personnel) required) for a successful implementation.

**5.k.i).** Provide a detailed implementation timeline with milestones.

**5.k.ii)** Identify all required University inputs (data, personnel, system access).

**5.k.iii)** Describe risk mitigation strategies during transition.

**5.k.iv)** Transition plan shall explicitly address:

- Knowledge transfer from current University team (3 FTE)
- Continuity of existing traveler assignments
- Risk mitigation during transition

**5.l) Reporting & Analytics:** Suppliers shall be required to provide data analytics demonstrating the performance of the program. Suppliers are required to provide a sample dashboard for review as part of their proposal. Responses should also detail standard data metrics provided to customers and detail ability to add additional reporting parameters as needed. The Supplier shall be responsible for any cost associated with custom data changes required to meet the ongoing needs of the University.

It is required that reporting, at minimum, include Fill rates, time-to-fill position, cost per traveler, traveler contract extensions and agency performance Key Performance Indicators (KPIs).

**5.l.i)** List standard KPIs included.

**5.l.ii)** Provide dashboard samples.

**5.l.iii)** Describe ability to provide:

- Customized reports
- Provide ad hoc analytics
- Integrate with University BI Tools.

**5.m) Service Level Agreements (SLAs):** Supplier shall provide SLAs that include measurable targets that include at minimum Fill rate percentage, time-to-fill position, timecard accuracy rate, invoice accuracy rate and candidate retention/extension rate. Please describe in detail how Supplier will provide SLAs meeting or exceeding these requirements.

**5.n) Pricing & Market Strategy:** Supplier shall detail both pricing methodology including, at minimum, the following information.

**5.n.i)** Fee structure and margins

**5.n.ii)** How pricing is benchmarked against national and regional market data.

**5.n.iii)** What market indices are used to ensure the University is paying a competitive rate?

**6.n.iv)** How often are pricing indices refreshed?

**6.n.v)** Provide a sample market assessment report completed for existing customers.

**6.n.vi)** Describe how you ensure rates remain competitive over time.

**5.o) Fees:** Detail specifics associated with Supplier's Service fee for services. Submit in detail, Supplier's service fee structure for these services including, but not limited to, reimbursable and non-reimbursable items. The Supplier should clearly delineate fee structure and how fees related to services performed. All fee structures are appropriate, e.g. fee for service (not to exceed), fixed fee, and combination of fee for service and fixed fee.

**5.o.i) Pricing:** Supplier pricing should be at a competitive national and industry standard.

- Supplier is required to demonstrate how pricing is calculated, monitored and adjusted to ensure competitive and fair rates are being utilized, and clearly define rate components (bill rate, pay rate, fees, margins).
- Supplier shall provide market index validation (e.g., national staffing indices, geographic differentials).
- University retains full authority to approve or reject all proposed bill rates. Supplier shall not implement incentives, bonuses, or premiums without prior University approval.

**5.o.ii) Supplier shall disclose:**

- All incentives offered to candidates (sign-on, completion bonuses, etc.)
- Governance process to ensure alignment with University approval

**5.p) Market Assessments:** The University requires regular market assessments to be provided by Supplier. Supplier shall clearly detail what is included in these markets assessments and the frequency at which they will be provided.

Market Assessments should include information on:

- Data sources
- Market indicators tracked (e.g., specialty demand, geographic premiums)

- Comparison to University rates

**5.q) ELMS Integration:** Describe in detail how Supplier will work to provide timecard integration with the University's ELMS system if desired. Supplier is required to detail any and all resources, access, or any other information needed from the University to complete integration. Responses shall clearly include the following

- Integration must:
  - Preserve University control of approved hours
  - Prevent Supplier override of timekeeping records
- Supplier shall detail:
  - Integration approach
  - Data exchange formats supported for payroll and invoicing imports and exports.
  - Security and access controls
    - Responses should include if solution can accommodate a single-sign-on (SSO) to the system, what process is required to provide access to new users and Supplier or University manage access.

**5.r) Exit Strategy:** Supplier shall propose an exit strategy including a transition-out plan, data ownership and return requirements, and continuity obligations

**5.s) Stakeholders Involvement:** Include Supplier's approach to involving stakeholders throughout the data gathering and planning processes and the development of recommendations. Based on Supplier's experience from similar engagements identify the individuals and/or groups that Supplier believes should be informed of the process, and/or those that should provide input into this engagement, and explain Supplier's rationale for including those groups in this process.

**5.t) Expertise:** Identify issues Supplier believes from reviewing this RFQL and Supplier's expertise with previous engagements of a similar nature that were not defined, which Supplier will be able to address in addition to the requirements of this RFQL.

**5.u) Single Point of Contact:** Provide the full name, organization/Agency, address, phone number, and email address of the person coordinating the assessment. This person shall function as the sole point of contact by the University for any issues or questions that may arise during the course of the engagement. The Supplier will meet periodically with University personnel and will provide information and deliver special reports as needed or directed by the University.

**5.v) Key Personnel:** Provide a listing of the individuals who will most likely be assigned to the resultant agreement with the University, including resumes or biographical sketches that detail their qualifications to carry out the review.

**5.x) References:** Provide at least three references for which the Supplier has provided similar MSP services.

**5.y) Value Added Opportunities:** Submit in detail any and all value-added opportunities Supplier is willing to provide for this long-term partnership.

**5.z) Overall Value Summary:** Please provide an overall summary of the total value of this proposal.

**5.aa) Supplier Requirements:** Suppliers must clearly demonstrate and provide documentation substantiating that they are compliant in each of the following areas. The University reserves, solely, the right to reject any submittals if the evidence or references submitted by such Supplier fails to satisfy the University that said Supplier is properly qualified in any of these areas. It shall not be the responsibility of the University to request additional information to satisfy these requirements, if such information is not provided with the submitted response. Failure to respond to any question or follow the instructions herein may result in disqualification. Confirm understanding of this requirement.

**5.ab) Professional Services Agreement:** The Supplier selected to provide these services will be required to sign a University of Iowa Professional Services Agreement (UI-PSA). All terms and conditions as detailed in the UI-PSA shall prevail during the term of any Agreement established with the successful Supplier.

The Professional Services Agreement is attached for Supplier's review. Please note all requisite terms and conditions including but not limited to, insurance requirements and liability obligations.

Confirm acceptance, understanding and compliance with this requirement.

**5.ac) Business Associate Agreement:** The successful Supplier must agree to the University's Business Associate Agreement ("BAA") if it, or any of its agents or subcontractors, will be performing any of the following functions:

- Accessing, using, transferring, disclosing, or maintaining patient information, or "Protected Health Information" ("PHI") as that term is defined under the Health Insurance Portability and Accountability Act, Pub. L. No. 104-191 110 Stat. 1936 (1996) and its implementing regulations; or
- Providing training or otherwise assisting the University health care providers in the calibration, insertion, or other technical implementation of medical devices or products at bedside or in the operating room during patient procedures.

Confirm acceptance, understanding and compliance with this requirement.

**5.ad) Financials:** The University requests that the Supplier's audited financial statements and annual report for the previous two (2) years be submitted as attachments to your response to this RFQL.

**5.ae) Offshore Data:** The University prefers not to permit Suppliers to transfer, transmit, maintain, or store University data or information outside the geographic borders of the United States of America. The University's also prefers not to permit Suppliers' personnel, employees, staff, or subcontractors to access or use University data or information when such personnel, employees, staff, or subcontractors are physically located outside of the borders of the United States of America. Does the Supplier acknowledge these limitations with respect to offshoring the University's data and information? If no, please provide additional detail on Supplier's data and information security programs.

**5.af) Compliance:** The successful Supplier shall comply with all state and federal laws including but not limited to the Health Insurance Portability and Accountability Act (HIPAA) and the Gramm-Leach-Bliley Act (GLB). Documentation of such compliance shall be provided to the University upon request.

Confirm acceptance, understanding and compliance with this requirement.

**5.ag) Primary Contact Information:** Please provide all contact information for the person(s) in charge of the University of Iowa account(s). This should include name, title (i.e. representative, owner, etc.), mailing address, phone number, fax number and email address.

**5.ah) Purchase Order Contact Information:** Please provide all contact information to be used to place orders (if varying from information provided in the preceding attributes). This should include the name, address, phone number, fax number and email.

**5.ai) Payment Terms:** Bid response should be submitted with a minimum of 2%10 Net 30 days for payment if cash discount is offered. Discount period will begin upon receipt of material or invoice, whichever is later.

**5.aj) Independent Contractor:** Supplier is an independent contractor and shall not be considered the agent or employee of the University.

Confirm acceptance and understanding.

**5.ak) Supplier Background:** If applicable, Supplier shall ensure that background checks are obtained and documented with respect to all assigned Supplier and subcontractor personnel with all such background checks being current within the last 12 months as of the time when each individual is first assigned to the performance of the Services and including investigation and identification of all state or federal misdemeanor or felony convictions of such individual. At the request of the University, Supplier shall deliver a written certification to the University that a background check has been performed, and the subject individual has passed such verification procedures as set forth in this Section.

Confirm acceptance, understanding and compliance with this requirement.

**5.ai) Preferred Payment Methods:** The University of Iowa's preferred methods of payment are electronic payments via Automated Clearing House (ACH) or other form of virtual payment. The University's intent is to not pay via physical check.

Please describe the methods of electronic payment available in the event of bid award.

**5.am) University's eSupplier Portal:** In the event of bid award, Supplier is **required** to register to manage their supplier records in the University's eSupplier portal. Information regarding this portal can be viewed at <https://ap-purchasing.fo.uiowa.edu/tools-vendors>

Please confirm acceptance and understanding of this requirement.

**5.an) Termination-Non-Appropriation of Funds:** Notwithstanding any other provisions, if funds anticipated for the continued fulfillment of the resulting agreement are at any time not forthcoming or insufficient, either through the failure of the Iowa Legislature or the Federal government to provide funds or alteration of the program under which funds were provided, then the University shall have the right to terminate the agreement without penalty by giving written notice documenting lack of funding.

Confirm acceptance, understanding and compliance with this requirement.

**5.ao) Proposal Submission:** RFQL responses **MUST** be submitted electronically through the eBid system. RFQL responses submitted by any other means will not be accepted.

Confirm understanding of this requirement.

**5.ap) Proprietary and Confidential Information:** The University will treat all information submitted by a supplier as public information unless the supplier properly requests that specific parts of the solicitation remain confidential at the time of submitting the response. Iowa Code Chapter 22 governs the University's release of information. Suppliers are encouraged to familiarize themselves with Iowa Code Chapter 22 prior to submitting a bid or proposal. The University will provide copies of public records as necessary for compliance within the public records laws.

Any request for confidential treatment of specific information must be included in the transmittal letter with the supplier's response. In addition, the supplier must enumerate the specific grounds in Iowa Code Chapter 22 or other applicable law that support treatment of the material as confidential and explain why disclosure is not in the best interest of the public; however, the University does not consider pricing information confidential and **will not withhold documents based on the asserted confidentiality of pricing information**. The request for confidential treatment of information must also include the name, address, and telephone number of the person authorized by the



supplier to respond to any inquiries by the University concerning the confidential status of the materials.

Confirm acceptance and understanding of this requirement.

**5.aq) Exceptions to Terms and Conditions:** Any contract resulting from this bid process will reference the University of Iowa Standard Terms and Conditions (found under the 'Attachments' tab). Any exceptions to these terms and conditions must be provided with the proposal submission.

**If no exceptions are provided, the bidding supplier certifies compliance with all terms and conditions stated herein.**

**5.ar) Proposal Compliance:** Supplier hereby certifies total compliance with all terms, conditions, attachments and specifications of this RFQL, except as expressly stated herein.

**5.as) Pricing Audit:** The University expects pricing will be correct at inception of this contract, penalties will be charged on pricing errors which occur after the initial three-month period. In the event of pricing issues, The University and the participating entities reserve the right to implement an audit penalty equaling one percent (1%) of the total corrected invoice(s) value resulting in over one (1) hour of review/resolution per audit as a whole by respective University. Audit penalties shall be reimbursed to the University for any invoice(s) in question including both under charges and over charges.

**5.at) Invoicing Requirements and Expectations:**

Suppliers will be sent Purchase Orders (POs) from the University when services are approved. These POs will function as Blanket Orders, and may cover a specific HCW assignment or multiple assignments at the University's discretion. These PO numbers are to be stated on associated invoices for the duration of the assignment(s) unless otherwise notified by the University.

Supplier invoices shall be sent directly to [acntpay@uiowa.edu](mailto:acntpay@uiowa.edu) for processing and must include the associated Purchase Order number. Invoices should include a unique field that contains the PO number. If Supplier invoices do not typically have a unique field for the PO number, the PO number should be listed near the invoice number as (PO#: "X"), where "X" is the assigned Purchase Order. Invoices without a PO number clearly identified will not be accepted.

Assigned PO numbers may at times change due to PO replacements being issued, notification will be sent by the University in these cases. Supplier is responsible for updating associated invoices by the next billing cycle after receiving notice of a PO replacement in order to avoid processing delays.

Describe Supplier's processes in place to ensure that invoicing is accurate.

**5.au) Medicare Requirements:** Supplier, as a subcontractor of the University of Iowa Health Care Enterprise, which is a Medicare provider, agrees to give access to its books and records to the Secretary of Health and Human Services and the Comptroller of the United States, their agents and designees provided that all such requests for access and/or inspections meet all requirements of the regulations. Supplier agrees to maintain these records for access for a period of four (4) years after the services are furnished under this agreement.

## **6. Presentations:**

The University may, at its option, require oral presentations if deemed necessary, in considering the University's best interest.

In the event the University determines presentations are in its best interest presentations are intended to be completed the weeks of **August 3<sup>rd</sup> and August 10th 2026**.

Presentations will be given virtually. The University will provide at least two (2) business days notice to Suppliers that they are needed for presentations.

**Suppliers are required to ensure they have reasonable availability the weeks detailed above. The University does not guarantee that presentation times on other days will be considered.**

Please confirm acceptance and understanding Supplier must ensure reasonable availability to present during the dates herein and if a mutually agreeable time during these dates are not identified the University's request for the Supplier to present may be withdrawn.

## **7. RESPONDENT INSTRUCTIONS**

No oral interpretation will be made to any Supplier as to the meaning of the RFQL documents. Should Supplier find discrepancies in, omission from, or be in doubt as to the true meaning of any part of the RFQL documents, the Supplier should at once submit a written request for an interpretation to Renee Funk at email, [renee-funk@uiowa.edu](mailto:renee-funk@uiowa.edu), or submit a question prior to the questions deadline through the eBid portal. All email requests must include the RFQL number in the subject line of the correspondence. Requests received after the questions deadline will not be answered.

The University reserves the right to amend this RFQL without altering the timing requirements indicated. Any changes or addenda to these documents will be communicated in writing to all vendors as quickly as possible.

The University will assume no cost for proposal preparation and submission. Answers to Supplier's questions that impact scope, timetable, etc., will be communicated in writing to all Supplier as quickly as possible via an Addendum to the RFQL. If the University awards a contract to a proposing Supplier, the Supplier's responses to this RFQL will become part of the executed contract. Therefore, all questions must be answered in an honest and straightforward manner.

The successful Supplier shall comply with all applicable state and federal laws. Documentation of such compliance shall be provided to the University upon request.

**All Suppliers must submit your response in an electronic format via eBid, either as a word document, PDF file or combination of both.** All responses must include complete specifications and descriptive literature and must comply with all specifications as stated in this Request for Qualification.

**ALL RESPONSE ON DUE ON OR BEFORE JULY 13, 2026 AT 3:00 PM CST through the eBID system.**

## **8. EVALUATION CRITERIA / METHOD OF AWARD**

**8.1** Evaluation will be based upon presentation of the materials outlined below, with particular attention paid to the scope and nature of services, proposed process, and strengths and special experience. The University evaluation Committee intend to select a Supplier exclusively from written proposals, but reserves the right to request a follow-up interview and/or presentation from qualified Suppliers.

The University of Iowa **may use, but is not limited to**, the following criteria to evaluate proposals:

### **Specific Criteria**

1. Comprehensive staffing portfolio
2. Implementation and Change Management Services
3. Strengths and experience
4. Value added opportunities
5. Expertise
6. Proposed process for review and analysis
7. Fee Structure

**8.2** The University will select the Supplier or Suppliers that best meets the requirements of the solicitation and other considerations as stated in the Request for Qualification. A different Supplier can be hired for each phase. Provided, however, that the University reserves the

right to withdraw this RFQ and to make whatever decisions it determines to be in the best interest of the University. The University may also decide to engage the Supplier for further services, to be negotiated separately upon completion of these phases.

**8.3** The University reserves the right to conduct discussions with Suppliers, to seek further information and clarification, to accept revisions of proposals, and to negotiate price changes. During this discussion period, the University will not disclose any information derived from proposals submitted, or from discussions with other bidders. Upon selection of the successful Supplier the University will enter into negotiations with Supplier for an appropriate agreement or agreements. These negotiations may not depart substantially from the selected proposal without the University's agreement. If the University and the Supplier selected are unable to reach agreement, the University may terminate negotiations and begin negotiations with another Supplier or seek new proposals.

**8.4** Supplier's submission of a proposal constitutes Supplier's acceptance of the evaluation technique and Supplier's recognition and acceptance, that subjective judgments will be used by the University during the evaluation.