



June 19, 2025

Director Adam Steen  
Iowa Department of Administrative Services  
1305 E Walnut St, 3rd Floor  
Des Moines, IA 50319

Re: Request for Rule Waiver

Director Steen,

Pursuant to Iowa Administrative Code rule 11-118.16(2), the Iowa Department of Revenue (IDR) hereby requests a waiver from the requirements of Iowa Administrative Code rule 11-118.11(3) regarding the maximum duration of service contracts with respect to the following agreement:

- Transworld Systems, Inc. (TSI) - MA 005 17087 - June 30, 2022

**Description of Contract:**

Transworld Systems, Inc. (TSI) - MA 005 17087 - June 30, 2022  
Transworld is a vendor that performs call center debt collection on behalf of IDR. TSI uses IDR equipment and software in performing their duties.

For the reasons discussed below, IDR submits that good cause exists for waiving the six-year requirement in Iowa Administrative Code rule 11-118.11(3) and extending the above contract through and to include November 30, 2027.

**Request for waiver:**

IDR is nearing the end of its multi-year modernization program, involving the implementation of a new application taking over functions of several outdated software programs. In 2019, IDR submitted and DAS approved a waiver extending the end date for a number of contracts, including the above listed contract, to November 30, 2025

IDR is now requesting to extend the above contract by two additional years. After evaluating the current state of the relevant services, IDR has determined that the best course of action is to put forth a request for proposal. With the completion of Rollout 5, and the other requests for proposals that are currently in progress, IDR does not anticipate completing the competitive procurement process prior to the expiration of this contract.

Therefore, IDR is requesting a waiver, allowing IDR to extend the above contract by two additional years. This will provide the necessary time for IDR to procure and implement the service solution which fulfills IDR's needs in its post-modernization work and meets the standards imposed by the Internal Revenue Service and DAS.

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This waiver request meets the requirements of Iowa Code section 17A.9A(2) because:

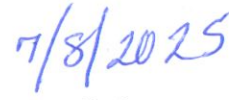
- Strict application of the rule will prevent IDR from extending the contract. Losing the services provided under the contract could result in critical failures within IDR's processes, limiting IDR's ability to collect revenue for the State and creating an undue hardship on IDR and its constituents.
- Approval of this waiver would not prejudice the substantial legal rights of any person.
- The term-limit provision of Iowa Administrative Code rule 11-118.11(3) is not specifically mandated by statute or another provision of law.
- Waiver of the rule will provide substantially equal protection of the public health, safety, and welfare as it will ensure proper vendor support to systems, allowing IDR to support the continuity of State of Iowa government by collecting revenue.

Respectfully submitted,

  
Signature

Mary Mosiman

Iowa Department of Revenue



Date

Waiver approval:

Adam Steen Digitally signed by Adam Steen  
Date: 2025.07.08 11:06:54  
-05'00'

Signature

Adam Steen

Iowa Department of Administrative Services

Date