

**State of Colorado**  
**Department of Natural Resources (DNR)**  
**Purchasing Office**



**REQUEST FOR PROPOSAL (RFP) SUBMITTAL COVER SHEET**

<b>Publish Date:</b>	July 12, 2011	<b>RFP Number:</b>	DNR RFP PBA 1201
----------------------	---------------	--------------------	------------------

Subject to the specifications, terms and conditions stipulated in the RFP and/or attached the Department of Natural Resources (DNR) is requesting proposals from qualified vendors/firms/companies interested in providing the State with a customer friendly web-based event registration and management system that will allow the DOW to better manage and administer information and processes regarding classes and events, attendees, instructors and presenters, and other elements of events management.

<b>Submit All Proposals to:</b>	Department of Natural Resources, Executive Directors Office, Contract & Procurement Unit ATTN: Tara Larwick 1313 Sherman Street, Room 423 Denver, CO 80203	<b>Purchasing Agent: Telephone No:</b>	Tara Larwick 303-866-3292 Ext. 8637
---------------------------------	---	--	---

<b>Submission Deadline</b>	<b>August 10, 2011</b> <b>3:00 P.M.. (Mountain Standard Time)</b>  <b>(Vendors are responsible for timely receipt)</b>	<b>IMPORTANT:</b> This completed and signed RFP Submittal Cover Sheet <b>MUST</b> accompany proposals submitted. Proposals must be delivered "sealed" with RFP Number, and Opening Date and Time on outside of envelope. Be advised that telegraphic or electronic offers cannot be accepted.
<b># of Copies to be Submitted:</b>	One (1) Original <u>Plus</u> Three (3) Hard Copies Required	

**IDENTIFICATION OF OFFEROR(S) (Legibly Complete the Following Information):**

OFFEROR(S)/COMPANY NAME:

STREET ADDRESS:

CITY/STATE/ZIP:

PHONE:

FAX:

E-MAIL ADDRESS:

WEBSITE ADDRESS:

AUTHORIZED SIGNATURE: \_\_\_\_\_

**(one copy must include an original signature)**

PRINTED NAME AND TITLE:

FEIN OR BIDS SUBSCRIBER NUMBER **AS REGISTERED** ON BIDS:

CONTACT NAME FOR CLARIFICATIONS:

PHONE:

**MODIFICATIONS RECEIVED:**

In submitting this coversheet, you are verifying receipt of the original BIDS notice and attachments. Where modifications are issued, you need to additionally acknowledge receipt of the number of modifications above where indicated. Offeror(s) are responsible for reading the entire RFP document before submitting a proposal.

**RETURN THIS PAGE WITH YOUR RESPONSE**

## TABLE OF CONTENTS

---

Section 1 - Introduction and Overview.....	Page 1-3
Section 2 - Administrative Information.....	Page 4-13
Section 3 – Objectives and Scope of Work.....	Page 14-29
Section 4 – Submittal Criteria .....	Page 30-32
Section 5 – Scoring and Evaluation Criteria.....	Page 33-35
Section 6 – Exhibit Summary.....	Page 36

### SECTION 1 INTRODUCTION AND OVERVIEW

---

#### **Introduction and Overview**

This preamble is provided only for informational purposes. The intent of this section is to assist potentially interested vendors in understanding the features/layout of this Request for Proposal (RFP) solicitation, and act as a guide to the RFP document. This section is not intended to address all of the requirements of the solicitation or be comprehensive in any manner, and should not be interpreted as such. In the event of discrepancies between the contents of this introduction and the main RFP text (Sections 2 through 5 of this RFP); the main text provisions will prevail.

#### **Layout of the RFP Document**

Following is a brief overview of the structure and layout of this document:

- **Section 2 – Administrative Information:** Details the administrative and legal requirements, procurement timetable, policies and procedures in effect for this procurement process.
- **Section 3 – Objectives and Scope of Work:** Describes DNR Objectives for this project and the scope of work for this procurement.
- **Section 4 – Submittal Criteria:** Details the submittal requirements. This section will direct the vendor on what to submit to the state for the evaluation committee’s review.
- **Section 5 – Scoring and Evaluation Criteria:** This section states how the evaluation committee will rate / grade each proposal.
- **Section 6:** Exhibit Summary.

#### **Solicitation Focus and Selection Process**

This RFP solicitation facilitates the Colorado Department of Natural Resources’ (DNR) effort to acquire an online events management system. A full Scope of Work can be found in Section 3.

In order for DNR to make an informed and intelligent procurement choice, proposers must provide thorough and complete answers and responses to all of the areas described in this RFP.

#### **Single Contract**

DNR will enter into a single contract. Any partnerships between firms specializing must be managed in a Prime Contractor / Subcontractor approach. All references to “proposer” or “contractor” or “offeror” throughout this RFP document shall be interpreted to mean the *prime* responding vendor, except where

specifically noted otherwise. Any/all forms signed and submitted by this so defined prime shall be interpreted as acknowledgement of terms and conditions and assumed responsibilities on behalf of *all* partnered entities (if applicable). The selected contractor will be required to assume responsibility for all goods and services offered in its proposal, and DNR will consider the selected contractor to be the sole point of contact with regard to all contractual matters and responsibilities. The selected contractor must gain prior written approval from DNR for any changes to subcontractors, subsequent to proposal submission.

**Changes to Scope**

DNR's objective is evaluation of proposals per the criteria established in this RFP. Those proposer(s) still being considered for the award at the time of any scope changes will be notified in writing of such changes and afforded the opportunity to respond or ask for clarification to those changes.

## SECTION 2 ADMINISTRATIVE INFORMATION

### Issuing Office

This request for proposal is issued for the State of Colorado by the Colorado Department of Natural Resources, Executive Directors Office, Contract & Procurement Unit. All contact regarding this RFP is to be directed to:

Department of Natural Resources,  
Executive Directors Office, Purchasing Office  
ATTN: Tara Larwick  
1313 Sherman Street, Room 423  
Denver, CO 80203  
Phone: (303) 866-3292 Ext. 8637  
tara.larwick@state.co.us

Contact with any other DNR personnel regarding this procurement, unless specifically authorized by the above named RFP Administrator, **may result in disqualification.**

### Purpose

DNR is requesting proposals for a customer friendly web-based event registration and management system. This RFP solicitation process may include reference checks, proposer interviews, and proposal clarification sessions.

This RFP provides proposers with sufficient information to enable them to:

1. Understand the scope of work as outlined in Section 3 of this RFP;
2. Submit proposals related to corporate background and experience, methodologies and services, and pricing; and
3. Allow for comprehensive evaluation and consideration by an impartial DNR evaluation team.

### Schedule of Activities

Activity	Date	Time (MST)
1. RFP published on BIDS System	July 12, 2011	N/A
2. Prospective Bidders submit written inquiries to DNR <i>No inquiries accepted after this date</i>	July 18, 2011	9:00 AM
3. Response to written inquiries on BIDS system ( <i>ESTIMATED*</i> )	July 21, 2011	3:00 P.M.
<b>4. Proposal Submission Deadline</b>	<b>August 10, 2011</b>	<b>3:00 PM</b>
5. Evaluation of Written Proposals ( <i>ESTIMATED*</i> )	August 11 <sup>th</sup> to August 15 <sup>th</sup> , 2011	
6. Clarification questions (short-listed proposers only) ( <i>ESTIMATED</i> )	August 15 <sup>th</sup> and 16 <sup>th</sup> , 2011	
7. Proposer Oral Presentations and reference calls ( <i>ESTIMATED - If applicable per committee eval</i> )	August 17 <sup>th</sup> and 18 <sup>th</sup> , 2011	
8. Proposal Selection and Publication onto BIDs ( <i>ESTIMATED</i> )	August 19 <sup>th</sup> , 2011	
9. <i>Desired</i> Start Date	September 1, 2011	

\*As the evaluation process is dependent upon the number of proposals received, their length, and committee members' schedules, all dates post proposal submission are strictly estimated.

### Inquiries

Prospective proposers may make written inquiries concerning the RFP to obtain clarification of requirements. No inquiries will be accepted after the date and time specified in the Schedule of

Activities, Prospective Proposer's Inquiry Deadline. Questions must be submitted in writing on the proposer's letterhead to:

Tara Larwick  
Department of Natural Resources  
(See *Section 2, Issuing Office* for contact information)

All envelopes containing questions must be clearly marked "Inquiry for RFP PBA-1201 to facilitate handling and distribution. The preferred method for submitting inquiries is via email as an attachment that can be opened by Microsoft Word 2003. An amendment will be posted on the "Colorado BIDS System", see *Amendments to RFP* and *Proposer/Vendor Registration*, below. The amendment will respond to all questions submitted regarding the RFP.

### *Performance Period*

The term of the contract will be from the date the contract is signed by the State Controller or designee, or from September 1, 2011, whichever is later, until June 30, 2012. The State reserves the right to extend the contract for up to an additional four (4) years.

### *Proposal Submission*

All proposals must be received by the Department of Natural Resources, Executive Directors Office, Contract & Procurement Unit, no later than the date and time shown in the Schedule of Activities, Line 4 Proposal Submission Deadline. Each proposal package shall consist of:

- One (1) original (identified as such) of Proposal
- Three (3) copies of Proposal Document
- One electronic version of the Proposal, readable in Word 2003 or later

See Section 4 of this RFP – Response Requirements for format and content specifications

***A complete proposal package including all elements of the proposer's response as delineated above MUST be submitted and received by the stated deadline.***

It is the sole responsibility of the proposer to ensure that its complete proposal package is received in the Contract and procurement Office prior to the deadline. Proposers mailing their documents should allow ample mail delivery time to ensure timely receipt of their proposals. **PROPOSALS RECEIVED AFTER THE DATE AND TIME STATED IN THE SCHEDULE OF ACTIVITIES WILL NOT BE CONSIDERED.**

Proposals must be clearly identified as a proposal in response to **DNR RFP No: PBA-1201**, and must show such information on the **OUTSIDE** of the proposal packet(s). **Proposals will not be accepted by facsimile transmittal.** All materials submitted shall become the property of DNR and will not be returned unless the RFP solicitation is cancelled prior to the submittal due date, in which case such proposals will be returned unopened, or opened only for identification purposes.

Proposers are advised of DNR's desire that proposals prepared in response to this RFP be submitted on recycled paper, and that all copies be printed on both sides of paper. While the appearance of proposals is important, and professionalism in proposal presentation should not be neglected, the use of non-recyclable or non-recycled glossy materials is discouraged. In addition, it is requested that proposals be in flat bound form to facilitate filing.

### *Amendments to RFP*

In the event it should be necessary to revise any portion of this RFP, addenda such as response to written

inquiries received by the stated deadline, will be published on the State BIDS System at the Internet site, <http://www.gssa.state.co.us>. Proposer MUST acknowledge any/all amendments to this RFP in the cover letter to its proposal AND the signature page attached to such addendum(s) must be acknowledged with signature by a person authorized to bind the proposer, and included as part of the response proposal. It is the proposer's sole responsibility to monitor and access the State BIDS System for any amendments and to acknowledge and/or comply with all such published addenda as specifically instructed. Failure to acknowledge all amendments as instructed in each/all such addenda may cause rejection of the entire proposal as non-responsive.

### **Proposer/Vendor Registration**

Proposer registration (Colorado BIDS Registration) MUST be current and activated at the time and date of the Submission Deadline, specific to this RFP (Line 4 in Schedule of Activities), and as noted on the Colorado BIDS webpage. Proposer registration status is based on the Proposers' Federal Employer Tax ID Number (FEIN), as provided by the Proposer, on the Request for Proposal (RFP) Submittal Cover Sheet - page 1 of this document. Only Proposers registered by the submission deadline for this RFP will be considered.

### **Parent Company**

If a proposer is owned or controlled by a parent company, the name, main office address and parent company's tax identification number (FEIN) must be provided in the proposal document. Regardless of whether or not a Proposer is owned or controlled by a parent company, the responding Proposer's FEIN, as provided on the RFP Submittal Cover Sheet, shall be the number used to determine registration status.

### **Response Material Ownership**

All material submitted regarding this RFP becomes the property of the State of Colorado. The State of Colorado has the right to retain the original proposal and other RFP response materials for its files. As such, the State of Colorado may retain or dispose of all copies as is lawfully deemed appropriate. The State of Colorado has the right to use any or all information/material presented in reply to the RFP, subject to limitations outlined in the clause, Proprietary/Confidential Information. Proposer expressly agrees that the State may use the materials for all lawful State purposes, including the right to reproduce copies of the material submitted for purposes of evaluation, and to make the information available to the public in accordance with the provisions of the Public Records Act. Proposals may be reviewed by any person after the "Notice of Intent to Make an Award" letter has been issued, and announcement made on the State of Colorado BIDS system, subject to the terms of Section 24-72-201 et. seq., CRS, as amended, Public (Open) Records.

### **Proprietary Information**

All material submitted in response to this RFP will become public record and will become subject to inspection following final proposer selection. Any material requested for treatment as proprietary or confidential must be clearly identified and easily separable from the rest of the proposal. Such requests must include justification for each request. It is not acceptable to label the entirety of the proposal as proprietary or confidential.

### **Request for Confidential/Proprietary Classification**

The State neither requests nor encourages the submission of confidential/proprietary information in response to this RFP. Information submitted will be open for public inspection upon completion of the RFP process and award of contract. Should a proposer want the State to treat certain information as confidential/proprietary, the proposer shall submit a written request, as part of its RFP package, to the DNR Contract and Procurement Manager, provided that the submission is in STRICT accordance with the procedures listed below. Adherence to these procedures remains the SOLE RESPONSIBILITY of

the proposer. The written request for confidentiality/proprietary classification will be reviewed and either approved or denied by the DNR Contract and Procurement Manager. If denied, the proposer will have the opportunity to withdraw its entire proposal, or to remove the proprietary restrictions. NEITHER COST NOR PRICING INFORMATION NOR A TOTAL PROPOSAL WILL BE CONSIDERED PROPRIETARY.

## **PROCEDURES FOR SUBMISSION OF CONFIDENTIAL/PROPRIETARY INFORMATION**

- A. Written request for confidentiality/proprietary classification shall be submitted, by the offeror, with the proposal documents.
- B. The written request will be enclosed in an envelope marked “REQUEST FOR CONFIDENTIALITY/PROPRIETARY CLASSIFICATION,” and attached to the cover of the ORIGINAL copy of the offeror’s proposal that contains the DNR invitation for proposal page with the offeror’s ORIGINAL autographic signature.
- C. The written request must state SPECIFICALLY, AND IDENTIFY BY PAGE NUMBER, what elements of the proposal are to remain confidential. The request must also IDENTIFY THE BASIS for the claim of confidentiality/proprietary classification, OTHER than a recitation of a SPECIFIC State or Federal statute.
- D. Confidential/propriety information MUST be readily IDENTIFIED, MARKED and SEPARATED/PACKAGED from the rest of the proposal. Co-mingling of confidential/propriety information and other information is NOT acceptable.
- E. The DNR Contract and Procurement Manager will make a written determination as to the apparent validity of any request for confidentiality/proprietary classification. This written determination will be sent to the offeror.
- F. Proposals not following this procedure may be declared non-responsive by the DNR Contract and Procurement Manager and given no further consideration.

### **Rejection of Proposals**

Pursuant to Procurement Rule 24-103-301, the State of Colorado reserves the right to reject any or all proposals received in response to this RFP, or to cancel this RFP if it is in the best interest of the State to do so. Failure to furnish all information, or to follow the proposal format set forth in this RFP, may act to disqualify the proposal. It is the sole responsibility of the proposer to ensure ALL required signature forms and the requisite number of document copies are included in its submittal package.

In the event DNR elects to NOT award any proposer, or the RFP solicitation is cancelled, all received proposals must be retained as confidential and will not be subject to public inspection. The purpose for this condition is to prevent any future potential offerors an opportunity to review other offerors’ proposals and thereby gain any unfair advantage in submitting future proposals.

Any cancellations occurring *before the submittal* due date will result in received proposals being returned unopened to the appropriate proposer accompanied by a notice of cancellation letter.

### **Incurring Costs**

The State of Colorado is not liable for any cost incurred by proposers prior to issuance of a legally executed contract or procurement document. No property interest of any nature shall occur until a contract is awarded and signed by all concerned parties. No reimbursement of travel and other preparatory costs will be considered for those proposers recommended for interview, demonstrations or other subsequent travel prior to award.

### **Vendor Past Performance.**

Each offeror's past performance will be reviewed as part of the State's overall evaluation of best value. This evaluation will take into account past performance information submitted as a part of each offeror's proposal, including but not limited to, information regarding predecessor companies, key personnel who have relevant experience, and subcontractors performing major or critical aspects of the service(s) if such information is relevant. Offerors without a record of relevant past performance or for whom information on past performance is not available will receive a neutral past performance rating. The State will consider past or current State contracts for efforts similar to the State requirements for this contract. The State will consider information provided regarding problems encountered on the identified contracts and any associated corrective actions.

### **Evaluation Criteria**

An evaluation will be made by an appointed, impartial evaluation committee tasked with determining the merit of proposals received in accordance with the evaluation criteria defined herein. The recommendations of this group will be forwarded to the DNR Contract and Procurement Manager for approval.

- Failure of the proposer to provide in its proposal any information requested in this RFP may result in disqualification of the proposal and shall be the sole responsibility of the proposing firm.
- During the evaluation process, discussions may be conducted with responding proposer(s) determined reasonably likely of being selected for award. It will be at the sole recommendation of the evaluation committee as to whether discussions for clarification are needed and thereby requested.
- The sole objective of the evaluation committee will be to recommend the proposer whose proposal is determined most responsive to the State's needs and most advantageous to the State of Colorado taking into consideration the price and all evaluation factors set forth herein and as defined in Section 24-103-203(7) CRS.
- Specific evaluation criteria are outlined in Section 5 of this RFP, entitled Scoring and Evaluation Criteria.

### **Proposal Content/Acceptance of RFP Terms**

A submission in response to the RFP acknowledges acceptance by the proposer of all unaltered terms and conditions, as set forth herein. Any proposed exception taken to the State's Terms and Conditions must be clearly and thoroughly identified and supported and acceptable alternatives must be proposed. Failure to do so shall be deemed a waiver of any rights to subsequently raise exception and/or request modification, except as outlined or specified in this RFP. Submission of exceptions *does not guarantee* their acceptance, however, and such submittal will be taken into consideration during proposal review and scoring by the evaluation team.

### **Conflict of Interest**

By submission of a response proposal, the proposer agrees that, at the time of contracting, the proposer has no interest, direct or indirect, that would conflict in any manner or degree with the performance of the required services. The proposer shall further covenant that, in the performance of the contract, they shall not employ any person having any such known interest.



### **Proposal Prices**

Estimated proposal prices are not permitted unless specifically requested. Proposers are urged to submit prices reflective of as accurate and reasonable predictions of costs as possible. Proposers are alerted that although DNR reserves the right to request a Best and Final Offer, any revisions, including costs, will be closely evaluated by the evaluation committee, towards insuring the elimination of any perceived inequities and unacceptable conditions.

### **Selection of Proposal**

All proposers will be notified in writing regarding the results of the RFP evaluation. Upon review and approval of the evaluation committee's recommendation for award, the DNR Contract and Procurement Office will issue a "Notice of Intent to Make an Award" letter to the apparent successful proposer. ***Such letter, by itself, does not grant any property interest or right of any nature in the RFP work/services or to contract for the performance of such work/services.*** Contract terms that are consistent with the RFP and that are acceptable to the State must first be discussed, followed by contract completion and signature by all parties and the State Controller. **Only upon final signature by the State Controller does the successful proposer have any interest or rights in the RFP work/services.** Therefore, the apparent successful proposer receiving a "Notice of Intent to Make an Award" letter shall not rely on that letter to make commitments to third parties, and the apparent successful proposer shall not take any actions(s) to prepare for, or start the performance of, the RFP work/services until a contract is fully executed. Further, every effort will be made to have a completed and fully signed agreement on or before the date indicated in the Schedule of Activities (Line 9) unless extended by DNR during the RFP process. If through no fault of the State the parties are unable to agree on contract terms, DNR may elect to cancel the "Notice of Intent to Make an Award" letter and make the award to the next most successful/highest ranked proposer.

### **Intent to Award**

After proposer selection, an award notice will be posted on BIDS. Following the BIDS posting of the award, all interested parties may review the RFP files, including response proposals, by making an appointment with:

Department of Natural Resources,  
Executive Directors Office, Contract & Procurement Unit  
ATTN: Tara Larwick  
1313 Sherman Street, Room 423  
Denver, CO 80203  
Phone: (303) 866-3292 Ext. 8637  
Email: tara.larwick@state.co.us

### **Award of Contract**

Final award will be made to the proposer whose proposal best meets the evaluation criteria set forth in this RFP and is determined by the evaluation committee to be the most responsive to the State's needs and most advantageous to the State of Colorado, taking into consideration the price and other factors set forth herein, subject to discussion and execution of an acceptable contract as described above. It is DNR's intent to make a selection within 60 to 80 days of proposal submission deadline; however, as the evaluation process is dependent upon the length and number of the proposals received, and evaluation committee members' schedules, the schedule of activities post the proposal submission deadline (i.e., interviews, demonstrations) is strictly estimated, requiring all Price proposals remain firm and valid for award for at least 180 days following proposal submittal deadline. **Price proposals must contain specific language agreeing to the validity of the pricing for 180 days.**

### **Protested Solicitations and Awards**

Any actual or prospective proposer who is aggrieved in connection with the solicitation or award of a contract may protest to the DNR Contract and Procurement Director. The protest shall be submitted in writing within seven (7) working days after notification of intent to award as defined as when such aggrieved person knows, or should have known, of the facts giving rise thereto. Ref. Section 24-109, 101 et seq., CRS, as amended; Section 24-109, 201 et. Seq., CRS as amended; Section R-24-109-101 through R-24-109-206, Colorado Procurement Rules. Protests received after the seven-working-day period shall not be considered. The written protest shall include, as a minimum, the following:

- A. The name and address of the protestor;
- B. Appropriate identification of the procurement by bid, RFP, or award number;
- C. A statement of the reasons for the protest; and
- D. Any available exhibits, evidence, or documents substantiating the protest.

### **News Releases**

Proposers shall not issue any news releases pertaining to this RFP prior to execution of a contract. At any time after execution, only news release approved by the DNR Program Manager shall be made.

### **Certification of Independent Price Determination**

- A. By submission of its proposal, the proposer certifies and, in the case of a joint proposal, each party thereto certifies as to its own organization, that in connection with this procurement:
  - 1) The prices in the proposal were arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any other competitor;
  - 2) Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the proposer and will not knowingly be disclosed by the proposer prior to award either directly or indirectly, to any other proposer or to any other competitor; and
  - 3) No attempt has been made by the proposer to induce any other person or firm to submit, or not to submit, a proposal for the purpose of restricting competition.
- B. Each person signing the Cover Page of this RFP – certifies that:
  - 1) He/she is the person within the proposer’s organization responsible for that organization’s decision as to the prices being offered in the proposal and that he/she has not participated, and will not participate, in any action contrary to A (1) through (3) above; OR
  - 2) He/she is not the person within the proposer’s organization responsible for the decision as to the prices being offered in the proposal but that he/she has been authorized in writing to act as agent for the persons responsible for such decision, by certifying that such persons have not participated, and will not participate, in any action contrary to A (1) through (3) above, and as their agent does hereby so certify; and he/she has not participated, and will not participate, in any action contrary to A (1) through (3) above.
- C. A proposal will not be considered for award where A (1) and (3) and B above have been deleted or modified. Where A (2) has been deleted or modified, the proposal will not be considered for award unless the proposer furnishes with the proposal a signed statement which sets forth in detail the circumstances of the disclosure and the DNR Contract and Procurement Manager, or designee, determines that such disclosure was not made for the purpose of restricting competition.

### **Taxes**

The State of Colorado, as purchaser, is exempt from all Federal taxes under Chapter 32 of the Internal Revenue Code (Registration No. 84-730123K) and from all State and Local Government Use Taxes (Ref. Colorado Revised Statutes Chapter 39-26.114[a]). Seller/proposer is hereby notified that when materials are purchased in certain political subdivisions, the seller/proposer may be required to pay sales tax even though the ultimate product or service is provided to the State of Colorado. This sales tax will not be reimbursed by the State.

### **Contract Products - Ownership Rights**

All products produced in response to the contract or agreement resulting from this RFP will be the sole property of the State of Colorado. Any exceptions must be outlined in detail. Exceptions may serve as cause for rejection of proposal. Such products shall include original materials, including any reports, studies, data, designs, drawings, maps, meeting minutes, specifications, data spreadsheets, notes, documents, electronically or magnetically recorded material and related intellectual property developed or created by the successful proposer pursuant to the services sought by this RFP, and subsequently provided and integrated by contract between DNR and the successful proposer, shall become the sole property of the State. The purchase of licenses for use of a proposer's software shall not be interpreted to mean purchase of the actual application or software. Ownership of the specific application and software selected under this RFP shall remain with the selected proposer. The successful proposer will not be allowed use of any materials furnished by, or produced for, DNR for any purpose other than towards the completion of the works described herein, without permission from DNR.

### **Assignment and Delegation**

Except for assignment of antitrust claims, neither party to any resulting contract stemming from this RFP may assign or delegate any portion of such contract without the prior written consent of the other party.

### **Choice of Law**

The laws of the State of Colorado shall govern in connection with the formation, performance, and the legal enforcement of any resulting contract. Further, Title 24, CRS as amended, Article 101 through 112, and Rules adopted to implement the statutes, govern this procurement.

### **Legislative Changes**

The State of Colorado reserves the right to amend the contract in response to legislative changes, which affect this project.

### **Audit**

The States reserves the right to require that the successful proposer has a process audit conducted of its program at least once every three (3) years. If the successful proposer has not had such an audit prior to awarding of this contract, and the State requires one, then an audit must begin within six (6) months of the award of this contract. The State reserves the right to approve the selected firm. A complete copy of the audit must be provided to the Department of Personnel and Administration within five (5) working days of its completion. The Department of Personnel and Administration will negotiate directly with the contractor regarding any exceptions or findings from the audit.

### **Disadvantaged Business Opportunities**

The State encourages its agencies to utilize minority-owned and women-owned businesses to the greatest extent possible without sacrificing adequate competition. Proposers are reminded of the illegality of discrimination, and the provisions of Procurement Code Section 24-111-102. While there is

not a specific requirement for DBE participation for this solicitation, the State does encourage the submission of responses that include minority-owned and/or women-owned businesses.

### **Contract Term**

This RFP will result in a contract with the Department of Natural Resources (attached as “Exhibit B”) The initial contract will be effective upon approval by the State Controller or designee. The awarded contractor is not authorized to conduct any work under the contract until signed / executed by the State Controller or designee. The contract performance contemplated herein shall commence upon the effective date of applicable contracts and shall be undertaken and performed in the sequence and manner set forth herein. The state reserves the right to reject any changes to the model contract. The state also reserves the right to award to the next most advantageous vendor in the case that the awarded bidder wishes to make alterations to the model contact that are unacceptable by the Department of Natural Resources.

### **Standard Contract**

Except as modified herein, the standard State Contract Terms and Conditions shall govern this procurement and the State of Colorado will incorporate standard State contract provisions into any contract resulting from this RFP, including provisions contained in the Model Contract (Exhibit B) and the State of Colorado Special Provisions (Exhibit A). As previously stated, DNR will consider requests for exceptions to the State’s contract provisions in its evaluation and scoring of all proposals submitted in response to this RFP. In order for such exceptions to be considered, the proposer shall identify any potential exceptions as part of its RFP response. If the selected proposer requests changes to the standard language *after* the deadline for proposals, and such request results in protracted contract negotiations and probable delay of implementation of a CMS solution, DNR will cease contract discussions and exercise its right to offer the contract to the next highest ranked proposer. Please note, the Model Contract lists the State’s required legal provisions but does not include the specific Scope of Work and requirements for this RFP.

### **Statewide Contract Management System**

By entering into this Contract, Contractor agrees to be governed, and to abide, by the provisions of CRS §24-102-205, §24-102-206, §24-103-601, §24-103.5-101 and §24-105-102 concerning the monitoring of vendor performance on state contracts and inclusion of contract performance information in a statewide contract management system.

Contractor’s performance shall be evaluated in accordance with the terms and conditions of this Contract, State law, including CRS §24-103.5-101, and State Fiscal Rules, Policies and Guidance. Evaluation of Contractor’s performance shall be part of the normal contract administration process and Contractor’s performance will be systematically recorded in the statewide Contract Management System. Areas of review shall include, but shall not be limited to quality, cost and timeliness. Collection of information relevant to the performance of Contractor’s obligations under this Contract shall be determined by the specific requirements of such obligations and shall include factors tailored to match the requirements of the Statement of Project of this Contract. Such performance information shall be entered into the statewide Contract Management System at intervals established in the Statement of Work and a final review and rating shall be rendered within 30 days of the end of the Contract term. Contractor shall be notified following each performance and shall address or correct any identified problem in a timely manner and maintain work progress.

Should the final performance evaluation determine that Contractor demonstrated a gross failure to meet the performance measures established under the Statement of Project, the Executive Director of the Colorado Department of Personnel and Administration (Executive Director), upon request by the Department of Natural Resources, and showing of good cause, may debar Contractor and prohibit

Contractor from bidding on future contracts. Contractor may contest the final evaluation and result by: (i) filing rebuttal statements, which may result in either removal or correction of the evaluation (CRS §24-105-102(6)), or (ii) under CRS §24-105-102(6), exercising the debarment protest and appeal rights provided in CRS §§24-109-106, 107, 201 or 202, which may result in the reversal of the debarment and reinstatement of Contractor, by the Executive Director, upon showing of good cause.

## **SECTION 3 OBJECTIVES AND SCOPE**

### **Background**

The Division of Parks and Wildlife hosts and coordinates outreach and educational events such as hunter education classes, hunter outreach activities, hunting and angling skills seminars and field events, coordinated events with non-governmental organizations (NGO), such as conservation groups, and volunteer events. Currently, hard copy or electronic document class postings must be submitted and forwarded to Hunter Education and other sections for posting on a statewide Department of Natural Resources (DNR) calendar. Attendee rosters and instructor information for these events are manually proofed and corrected prior to manual entry of this data. There are approximately 1200 DOW events offered and tracked annually with over 35,000 participants.

The Hunter Education Section within the DOW is responsible to collect and manage event and participant information into a central database for record keeping. Examples of such information include:

- Hunter education related information, such as:
  - Firearms hunter education;
  - Bow hunter education;
  - Mountain lion education;
  - Hunter education instructors; and
  - Certifications
- Other outreach event and seminar participant information, including:
  - Specific events and programs;
  - Purpose;
  - Event Coordinators/Creators; and
  - Certifications;
- Class and event information, including:
  - Venues and locations;
  - Schedules;
  - Event Coordinators/Creators
  - Attendee registrations;
  - Name, address, phone, other contact information; and
  - Attendance records.

### **Description of Need**

Data entry and management for DOW events is very labor intensive. The staff that perform these tasks also perform many other duties. A more efficient online events management system (OEMS) can reduce workloads and allowing more efficient and accurate data transfer to DOW databases.

Therefore, the DOW is soliciting proposals for a customer friendly web-based event registration and management system that will allow the DOW to better manage and administer information and processes regarding classes and events, attendees, instructors and presenters, and other elements of events management. Such a system would provide the DOW with the following features:

- Scheduling of events including the creation of schedules, calendars, and descriptions for a variety of events that can be posted to a state wide calendar;
- Online and on-site registration for event attendees/participants;

- Site specific information for classes and events (e.g. location, venue, directions, descriptions, capacities, restrictions, etc.);
- Transfer of complete event related data, including attendee and instructor information, to DOW in useful formats at any time;
- Interactive electronic communications among Event Coordinators/Creators, attendees/participants, and DOW staff;
- 24/7 support;
- Management and administration of the system, and information regarding classes, events, instructors, presenters, attendees, and participants by DOW administrators;
- Capture of attendee data resulting from the event by Event Coordinators/Creators;
- Transfer of funds to DOW that have been collected for events;
- Management and administrative reports, including the ability to filter, order, and group information in an ad hoc fashion;
- Reports on future events as they may be related to past or prospective participants; and
- Surveys for participants in the evaluation of events or in areas of participant interests.

The DOW educational and event administrators, class instructors, and other staff performing event related duties must have the ability to communicate with participants and provide them with information about additional current and future educational and training opportunities on an ongoing basis.

### **3.1 Statement of Work**

#### **3.1.1 Deliverables**

Following are descriptions of the deliverable system and services in support of the system.

The OEMS shall be a secure, web-based system that allows the DOW to manage its educational and outreach events offered to the public. The Online Event Management System is comprised of several major deliverables:

##### **3.1.1.1 Design and Implementation Services**

Vendor must provide consultation to DOW for overall and specific design and implementation of the system. This will be achieved through group and one-on-one sessions for the purpose of achieving the DOW's event management goals in an efficient and effective manner.

##### **3.1.1.2 Online Event Information Management**

The OEMS must provide for the complete management of event information, processes, posting and registration services, and communications with active, past, and potential registrants. Such a system shall include:

- Management of information and processes regarding classes, seminars, and other events, instructors and presenters, event venues and locations, and other related event components;
- Online participant registration services for events;
- Creation, scheduling, posting, and full reporting of events by DOW staff and 3<sup>rd</sup> party instructors and presenters;
- Two-way communications with event attendees and prospective attendees;
- Methods by which to measure event effectiveness and participant satisfaction; and
- The ability to manage multi-level access to system control and functionality.

- 

### **3.1.1.3 Financial Transfer and Management**

The system shall provide for transfer of all funds collected for any event to be transferred to DOW or 3<sup>rd</sup> parties in a timely fashion. Funds may be distributed to multiple accounts. All collected and distributed funds must be accounted for and reported.

### **3.1.1.4 Reports**

The system shall provide for management and administration reports in detail, summary and list formats. The system shall be able to provide reporting services for all components of the system and for current, past and present events in the system to include the following, without limitation:

- Events
- Attendees
- Event Coordinators/Creators
- Partners
- Financial Information
- Event venues
- System administrative components

### **3.1.1.5 Surveys**

The system shall provide the means, support processes, and reports for the DOW to conduct and analyze surveys of event attendees.

### **3.1.1.6 Data Transfer Services**

All event data shall be the property of the State and the DOW. The system shall provide data transfer capabilities and support for all business information (e.g. event, attendee, Event Coordinator/Creator, venue data, etc.) to formats (e.g. XML, comma delimited, etc.) from which the DOW can integrate such data with current in-house or other 3<sup>rd</sup>-party systems.

### **3.1.1.7 Training and Support**

The vendor shall provide training and support to DOW staff, 3<sup>rd</sup> Party Partners, and System Users throughout appropriate phases of implementation of the OEMS. Some of these services must be extended throughout the duration of the State's use of the system. See Section 3.2, Training and Support for additional requirements details.

### **3.1.1.8 Development and Maintenance**

The Vendor shall be responsible for all development and maintenance required for the OEMS. The Vendor must provide custom development services which may be provided for additional fees, upon request throughout the term of service.

### **3.1.1.9 Phased Approach**

Implementation of the system will be in a phased approach over a period of one year or less. Implementation may be on an earlier timeline depending on how quickly various staff members can be trained.

- Phase 1: Hunter Education classes – by Fall 2011
- Phase 2: Events/classes for teacher workshops – by Winter 2011
- Phase 3: All other DOW classes, including hunter and angler outreach events, wildlife viewing festivals, hunter education instructor workshops – by Early Spring 2012
- Phase 4: Current Department of Parks and Wildlife sections in State Parks, non-DOW partners – by June 30, 2012



### **3.1.2 System Requirements Base System and Design**

- 3.1.2.1** The OEMS shall be designed to allow the DOW to efficiently administer and manage event related information, presentation to the public, registration and business related processes, and communications for all offered events to the public or to specific groups of individuals. Events include, but are not limited to, hunter education classes, hunter outreach programs, angler education and other outreach programs, seminars, events, or activities. See Attachment 1 for representative descriptions of some of these typical events.
- 3.1.2.2** The OEMS shall be a secure, web-based system and shall provide for the management of events from creation and posting of events, through event registration and update. It shall also provide for post-event data collection, analysis, and transfer.
- 3.1.2.3** The system must provide the DOW with a means to collect all funds associated with an event. Such funds include, without limitation:
- a) Event attendance fees; and
  - b) Charges to 3<sup>rd</sup> parties to host an event on the OEMS.
- 3.1.2.4** The system must allow for the management, activation, and deactivation information and status for all Event Coordinators/Creators, venues, and events.
- 3.1.2.5** A User Profile may be created and managed by OEMS visitors during any visit to the OEMS site. Such a profile must exist for any user prior to registering for an event unless waived by a DOW administrator. Only a profile owner or system administrator may change a profile. At a minimum, the profile shall be comprised of the following information:
- Full name (mandatory)
  - User ID (mandatory)
  - Password (mandatory)
  - DOW Customer ID (unique serialized number assigned through the Colorado Outdoor Recreation Information System)
  - Contact information
    - Email address (mandatory)
    - Mailing address
    - Home telephone number
    - Wireless telephone number
    - Work telephone number
  - Indication of areas of interest: (e.g. hunting, fishing, education – families and kids, teacher resources, wildlife viewing, wildlife seminars/workshops, volunteering)
  - Group memberships and affiliations
  - Indication of age relative to being a minor
  - Opt in for receiving emails and USPS mail from DOW regarding select topics and/or events
  - Opt in for selectively sharing their email address with DOW partner organizations such as sporting groups, retailers, other government agencies, non-governmental organizations.
- 3.1.2.6** Event registrant information must be collected for any event registrants wish to attend. A registrant without a profile will be prompted to create a profile if one does not exist at that time. Applicable existing profile information for a registrant will be used to pre-fill any information required for registration of an event. At a minimum, the information collected during registration shall be comprised of the following:

- Full name (mandatory)
- User ID (mandatory)
- Password (mandatory)
- Date of birth (mandatory for Hunter Education classes only)
- Payment information and options (mandatory when applicable)
- Special needs requirements (from a list defined by DOW as well as open entry)
- Opt out for post-event evaluation/follow-up
- Opt out for future event announcements
- Option to automatically add the event to their calendar

Upon successful registration the registrant shall receive the following in a format suitable to printout:

- Confirmation number of the registration
- Confirmation that payment has been processed (when applicable)
- Event contact information
- Map to event location if requested
- Ability and instructions on how to cancel their registration

A DOW administrator may waive these requirements for any event.

- 3.1.2.7** The OEMS shall allow participants to register for multiple events but prohibit multiple registrations for the same event. Furthermore, a registrant shall not be allowed to register for more than one event on the same date with overlapping times.
- 3.1.2.8** In certain instances and for certain events, a designated registrant may register others for events designated as eligible for such registration. A DOW administrator may waive the usual collection of participant information in such cases.
- 3.1.2.9** The OEMS shall provide for on-site event registration.
- 3.1.2.10** The OEMS shall allow participant information to be categorized by area and/or topic of interest or participation and allow the DOW to query this data by those attributes. Areas of interest shall include multiple levels of general and specific groupings. Groupings must include the ability to be defined as subsets of larger groupings and groups may belong to more than one other group. For example: A grouping such as hunting may include subgroups of big game hunting, small game hunting, waterfowl hunting, etc, while a species group such as elk may belong to both, hunting and big game hunting.
- 3.1.2.11** Communications
- The OEMS shall support communication among DOW staff, Event Coordinators/Creators, surrogates, and participants to enable all parties to be informed of events for which participants may be registered. Such communications shall also be applied to other events and programs that the DOW and 3<sup>rd</sup> Party partners and associations may offer to participants.
  - OEM visitors and registrants must be able to pose questions to OEMS Event Leaders and DOW staff from system web pages in general and from specific event pages regarding those events.
  - The OEMS shall facilitate follow-up actions on email addresses that are blocked or undeliverable. In such cases and as a regular feature, the OEMS shall notify the sender of the undeliverable email through email and allow for email list management for the edit, deletion, or other appropriate actions to perform on such addresses. This information shall also be available through business reports.

- The communications system must be able to use filters to prevent mail and emails to registrants who have indicated that they do not wish to receive such communications.
- The OEMS should allow for importing of email and mailing lists in standard formats (e.g. Excel, comma delimited, etc.).
- E-mail system must allow for list exporting to XML and text delimited and formats.
- The OEMS must be able to produce email lists based on individual event, event category or group (e.g. Hunter Education, Hunter Outreach, Angler Education, Teacher Workshops, Outreach Events, Partner Organizations, Outdoor Education Center, etc.), or other areas of indicated or implied interest.

### **3.1.2.12 Configuration and Capacities**

- The OEMS must support the management of information for at least 45,000 participants annually.
- The OEMS must support 2000 events annually.
- The OEMS should support at least 30 major event categories with further association of 30 subset categories under each of these 30. Each and all of these categories must be able to be associated with each participant.
- The OEMS must allow for a minimum of 10% growth of the data annually
- The OEMS must retain all records for the duration of the term of provided services.
- Adequate connections to the internet and system processing speeds to support high volumes of use without intolerable lag times accessing system features and events. If use exceeds system abilities, the Vendor shall be obligated to increase system capacity.
- The OEMS shall be supported by primary and failover Web servers, isolated, redundant connectivity, and backup power a system to ensure continuous operation in the event of any main system failures.
- The OEMS shall provide services in compliance with American with Disabilities Act (ADA) guidelines.
- The Vendor shall acquire the Internet domain names (www. addresses) to host the OEMS, and these names will be the property of the DOW.
- The design of OEMS web pages shall substantially match the look and feel of DOW web pages (see <http://wildlife.state.co.us/>). These pages shall be updated within three (3) months of revisions to the main DOW web site.
- The OEMS must support common web browsers and operating systems Browsers to be supported, without limitation, are listed as follows:
  - Microsoft Internet Explorer – versions 5.0 through the current release
  - Mozilla Firefox versions 2.0 through the current release
  - Google Chrome
  - Apple Safari
- The site's look and feel must be consistent across supported browsers.

### **3.1.3 System Features and Functions**

The OEMS shall include all of the features and functionality described in the Base System and Design section above, as well as the features and functions in support of the OEMS events and activities associated with such events described as follows.

#### **3.1.3.1 Events**

- A. The system must allow for management of general and detailed event information.

- a. Administrators shall have the ability to create event templates from scratch or from existing events. These templates may be used to create new single or recurring events.
  - b. Event templates must have the ability to carry forward predetermined information as defined by an administrator. This information may be overridden by Event Coordinators/Creators when creating specific events.
  - c. The type of event or profile should determine the type of registration information required for collection
  - d. Event administrators must be able to add or enter detailed information to events.
- B. When creating events, the event creator must be able to select/create the event by defining at least the following fields.
- Audience type (e.g. public, restricted variations) (mandatory)
  - Event Type (for example Hunter Education, Teacher Training, etc.)
  - Event title (mandatory)
  - Event date(s), begin and end times (mandatory), for single and multiple day events
  - Event description
  - Event Administrator
  - Event creator (mandatory) and contact information
  - Event contact
  - Event venue (mandatory)
  - Series Event (i.e., one of many or many of many events)
  - Registrant Type (i.e., group, individual) (mandatory)
  - Attendance capacity (mandatory)
  - Fees, if any, and acceptable payment methods
  - Funding source(s) for the event (e.g. federal aid, DOW, etc.) (mandatory)
  - Required and optional registration information: name (mandatory), e-mail address (mandatory), age, address, phone, other fields to customize to gather other information
  - Registration deadline – event registration automatically closes at this time (mandatory)
  - Inclusion of visual confirmation screening data entry key to disable automated registration attempts.
- C. Additional information associated with events must be manageable through the OEMS.
- General Accommodations
  - Roommate preferences
    - Named roommates
    - Separate room
    - Gender
    - Smokers
  - Conditional terms based on proximity/distance from venues
  - College or other credit award indications
  - Waivers or releases of liability due to events, their conditions, presence or absence of items or services, or attendees.

- D. Cost of Events—Event attendees may or may not have to pay for attendance or for other services or activities associated with an event. The OEMS must support the following:
  - a. No cost events
  - b. Events for a fee
  - c. Costs for services to a 3<sup>rd</sup> party
  - d. Variable fee structures
    - i. Partial Fees
    - ii. Discount fees
    - iii. Group or conditional fees
    - iv. Fees associated with level(s) of participation
    - v. Fees based on registration dates
  - e. Cost elections for:
    - i. Rooms
    - ii. Guests
    - iii. Materials
    - iv. Meals
    - v. Pre-conference activities
- E. Event creators should have the ability to:
  - a. Access and report current roster of participants, including payment confirmation
  - b. Send emails to an individual event participant, selected groups of participants, and all participants
  - c. Restrict registration and attendance to events based on conditions associated with user profiles or prerequisites.
  - d. The ability to manually enter a participant who registers in person or other offline method
  - e. The ability to export registration information as described in Section 3.1.2.6.
- F. Registration follow-up
  - a. Registration accepted – automatic e-mail including how to cancel registration
  - b. Application accepted – automatic e-mail
  - c. Registration placed on a wait list
  - d. Reminder notification of event at a number of days configurable by an administrator days before the event automatically generated by the system
  - e. Registration notification to parents or guardians of minors.
- G. A statewide events calendar must include:
  - a. Links to more detailed event information, opportunities to register for the event, and functions granted to those with appropriate access to manage and administer the event.
  - b. Public event links shall appear on the calendar for the public to see details.
  - c. Private event links may appear on the calendar. This will be under the control of an event leader. Such events will appear on the calendar and indicate that they are restricted. Only those in allowed groups may see event details and be allowed to access registration to the event.
  - d. The calendar shall clearly show whether the event is open or closed for reservations, wait-listed, and whether attendance is full.

- H. Authorized staff or users must have the ability to post events to the online calendar to activate them, or inactivate them, thus removing them from view, and remove them.
- I. Location and venue information shall be managed through the following:
  - a. Data for each location
    - Name (mandatory)
    - Address (mandatory)
    - Capacity (mandatory)
    - Contact
    - Phone Number
    - Description
    - Directions
    - Maps
    - Web site
    - Types of use (multiple from list)
    - Venues may be activated or deactivated
  - b. Venue Profile—Shows typical or standard availability across days of the week, month, or year
  - c. A venue must be suitable to an event and this suitability should be enforced through matchups of common attributes to both the venue and the event.
  - d. Venue information shall be accessible through links on maps

**3.1.3.2 Instructors, Presenters, and Event Coordinators/Creators (Event Leaders)**

The OEMS shall provide features and functionality to allow the DOW to manage information regarding event presenters, instructors, and hosts and control their use of the system. Following are requirements specific to them:

- A. Information regarding Event Leaders will include the following:
  - a. Name (mandatory)
  - b. Contact Information
    - Address (mandatory)
    - Email address (mandatory)
    - At least 3 telephone numbers (1 mandatory)
  - c. Fields of expertise
  - d. Comments
  - e. Availability
  - f. Historical activity (i.e. past events)
- B. Event Leaders may be activated or deactivated by a DOW Administrator..
- C. Event Leaders must be able to perform tasks related to the events they will be teaching or presenting, including:
  - a. Event creation and setup
  - b. Posting and updating event information
  - c. Communications with registrants
  - d. Updating rosters
  - e. Updating attendance records
  - f. Immediate notification of cancellations/Changes of venue/ emergency notifications

**3.1.3.3 Event Participants and Visitors**

Individuals who have registered with the OEMS, attended OEMS events, and visited the OEMS site can be described and characterized by their profiles and the

events they have attended or accessed through the system. Following are requirements for managing information regarding these individuals.

- A. Information regarding event Participants will include the following:
  - a. Basic profile information as described in Paragraph 3.1.2.5 under Requirements Base System and Design.
  - b. Group memberships
  - c. Special designations (e.g. group registrar)
  - d. Affiliations
  - e. Individual and group correspondence
  - f. Historical activity including:
    - i. Attendance of events
    - ii. Certifications
    - iii. Cancellations
    - iv. Site usage (e.g. number of logons, pages visited)
  - g. Emergency contact(s)
  - h. Dietary restrictions
- B. Participants must be able to pay for fee events through credit or debit cards and e-checks.
- C. Visitor information may not be available for individuals but shall be collected in aggregate summary and group counts for:
  - a. Those who opted to obtain a system Profile
  - b. Site usage
  - c. Correspondence with DOW staff and presenters through the OEMS

#### **3.1.3.4 DOW Administrators**

OEMS shall provide the following capabilities and support to OEMS DOW administrators:

- A. Control of access to various features and events (See Section 3.1.4)
- B. Events Management

Management of event access and information shall be provided to Administrators through event and venue attributes and access granted to system users. Administrators shall be able to control event information, availability, visibility within the system, and access, without limitation, as follows:

- a. Any of the event controls listed above may be applied to any and all system roles to restrict or grant access to view, register for, modify attributes and information, create, activate, inactivate, and delete events.
  - b. Administrators shall be able to control appearance of events on calendars based on event, venue, and profile attributes.
- C. Communications
- Management of communication with and among instructor/participants, registrants, participants, and visitors shall be provided to Administrators through configuration of events, profiles, and areas of interest. Administrators shall be able to set communication filters based on elements of these entities and assign access to them to events and event managers. Uses of this functionality include, without limitation:
- a. Communications with and among administrators, event managers and registrants;

- b. Communications with participants;
- c. Communications with visitors;
- d. Ability to selectively distribute information, including PDFs (and other file attachments) and event calendars, based on entity elements.
- e. Ability to link to other web sites.
- f. Ability to communicate with profile users and registrants through text messaging and social media (see Section H)
- g. Communications based on and specific to past attendance, preferences, and interest/experience levels
- h. It is highly desirable for the OEMS to have an interface and calendar support for Microsoft, Google, Novell, and other popular electronic calendaring products.
- i. Event communications shall not be construed as spam by Internet email providers or ISPs.

**D. Reports**

- a. DOW administrators shall be able to provide reports to system users based on access granted them by the administrator.
- b. Administrators shall have full access to system configuration, performance, and usage information.

**3.1.3.5 Business Support**

The OEMS shall support business functions and operations by providing features and functions that allow the DOW to automate business processes (such as those listed below), report system use, analyze system effectiveness, and improve customer service. Following are OEMS requirements to support DOW business needs. The OEMS shall provide:

- A. Prescreening Services—The ability for administrators to review information intended for posting prior to release of that information for public access, such as:
  - a. Event information
  - b. Schedules and calendars
  - c. Notices and announcements
  - d. Public comments
- B. Post-event Records Management—The ability to record and manage data associated with participants’ attendance of events and any certification or other designation achieved through events by administrators and Event Coordinator/Creators;
- C. Collection of Payment for Events—A means to accept online payment for attendance or sponsorship of events. Fees associated with any transaction shall be clearly identified and accounted for by the OEMS.
- D. Distribution of Collected Funds to Multiple Accounts—Disbursement and distribution of funds collected from event attendees and sponsors to various and multiple recipients such as specific DOW cost center accounts and DOW partners accounts
- E. Targeted Communications—Provision of information on future events to past participants based on criteria identified by DOW administrators through OEMS data on events, categories of events, registrants, and registrant preferences.
- F. Conduct Participants Surveys—Ability to contact and survey event registrants and Event Coordinator/Creators through standard survey tools to collect general and specific information regarding:



- a. Their areas of interests by topic, subject, event, location, or other pertinent data in support of event offerings and outreach;
  - b. Participation in an event or events;
  - c. Lack of participation or interest in events;
  - d. Use of the OEMS;
  - e. General and specific preferences and opinions regarding anything for which the DOW wishes to gather such information
- G. Analysis of Participant Surveys—Support tools to evaluate survey responses
- H. Integration with Social Media—The ability of OEMS events to be integrated with individuals social media communications such as Facebook or RSS services.
- I. Pre- and Post-event Reports (see 3.1.7, Reports below)
- J. Ad hoc query functionality, filtering, and reporting of event, participation, registrant, instructor, and venue data.

### 3.1.4 System Access

The OEMS, in order to provide complete services needed to manage events shall have functionality for various users in the following roles:

- 3.1.4.1 Vendor System Administrator**—Vendor staff who set up and maintain the OEMS for the DOW;
- 3.1.4.2 Vendor Support Personnel**—Vendor support personnel who provide support, both online and by telephone, to users including all of the DOW and participant roles listed below.
- 3.1.4.3 DOW System Administrator**—DOW staff who can grant specific access and control to other DOW staff or system users, and manage and control access to any information or processes for instructors, events, venues for events, instructors, system policies and procedures. This role has full rights and access inclusive of all other roles that follow.
- 3.1.4.4 Regional Administrator**—This role is a program administrator with access limited to select events or event attributes relegated to this administrator’s control. DOW System Administrators may assign which events and event attributes Regional Administrators may control. This role has full rights and access inclusive of all other roles that follow.
- 3.1.4.5 Event Coordinator/Creator**—This role shall be able to schedule new events assign teaching teams or instructors to events, and transfer event data and results to DOW Administrators.
- 3.1.4.6 Instructor/Presenter**—This role shall be able to view enrollment rosters for events, add students to an event, contact students or other instructors, record event data and results, and print student completion certificates.
- 3.1.4.7 Surrogate**—The Surrogate role is assigned by a DOW administrator and allows individuals granted this role to register participants for designated eligible events.
- 3.1.4.8 Participant**—The Participant role is assigned to individuals with profile records who have registered for an event at least once or otherwise provided minimum contact information to the DOW through the OEMS. Participants may access and modify their own profile after logging in with their User ID and password. They may also view their historical use of the OEMS, including events for which they have registered but not yet attended. Participants may modify event registrations for events that have not yet occurred as allowed by DOW policy.
- 3.1.4.9 Visitors**—This role is assigned by default to anyone accessing the system who has not yet created a profile or does not wish to access the system with their ID and password. Visitors may view a calendar(s) of available events, search events by date and/or topic, download documents associated with events, and access

general information as determined by the DOW administrators. Visitors may use email links to communicate with DOW and OEMS Event Leaders. Visitors are always allowed to create a profile and/or register as an event participant, at which point they will acquire Participant privileges.

### **3.1.5 System Management and Administration**

- 3.1.5.1** The OEMS shall allow DOW system administrators to configure and maintain the system to the degree determined by the vendor and DOW to be of no detriment to the DOW.
- 3.1.5.2** DOW system administrators shall be able to assign individuals certain access and capabilities to use, operate, or maintain the system based on roles as described in Section 3.1.4, System Access.
- 3.1.5.3** DOW system administrators shall be able to merge participant information when records are determined to be for the same individual and manage user profiles (see Section 3.1.2.5). Administrators should be able to delete or inactivate profiles.
- 3.1.5.4** DOW system administrators shall be able to create, edit, delete and maintain data used in domain tables used by the OEMS.
- 3.1.5.5** DOW system administrators shall be able to create ad-hoc reports with various parameters and save them for future use. These reports may be edited and saved as new reports.
- 3.1.5.6** DOW system administrators shall be able to schedule reports and functions to run at times and frequencies determined by the DOW.

### **3.1.6 System Security and Data Integrity**

Vendors must meet the following requirements in the provision, operation, and maintenance of the OEMS:

- 3.1.6.1** Transfer of data to the DOW must be done a secure fashion and in accordance with the State's Office of Information Technology (OIT) standards available at: <http://www.colorado.gov/cs/Satellite/OIT-Cyber/CBON/1249667675596>
- 3.1.6.2** Enforce SSL encryption standards that meet or exceed PCI requirements must be used to process credit card and associated information.
- 3.1.6.3** Vendor must commit to meet the same PCI security standards with handling of OEMS users' personal data collected in the registration process. At a minimum, the system must back up DOW data and the vendor's system daily. The DOW strongly desires the system to have data redundancy at an off-site location in place.
- 3.1.6.4** OEMS must be available for use and management at least 99.5% of the time.
- 3.1.6.5** Power to the OEMS must be protected against power failures through redundant power systems on independent power circuits and sources.
- 3.1.6.6** The vendor must monitor and provide support to the system and its accessibility 24/7.

### **3.1.7 Reports**

- 3.1.7.1** At any given time a number of reports/queries must be available to OEMS administrative and Event Coordinator/Creator users including:
  - A. List based on dates of events indicating what funding sources were used (e.g., Federal Aid dollars).
  - B. Events during a given time period in a specific location, city, region or statewide.
  - C. Events during a given time period for a specific program or individual Event Coordinator/Creator.
  - D. Events where registration reached capacity before the registration deadline.

- 3.1.7.2 Event details, summaries, and composites of events over time and categories;
- 3.1.7.3 Comparative attendance across selective event types
- 3.1.7.4 Attendee information, activities, and histories;
- 3.1.7.5 Event Coordinator/Creator information, activities, and history;
- 3.1.7.6 Partner information, activities, and history;
- 3.1.7.7 Financial information and activities;
- 3.1.7.8 Event venue information, activities. and history
- 3.1.7.9 Recent and historical event attendance and evaluation information, including no-shows
- 3.1.7.10 Administrative reports showing system configuration, usage, performance, and contents of all control tables
- 3.1.7.11 Export or saved reports in standard formats (e.g. PDF, Excel, etc.)

### **3.1.8 Data Ownership and Transfer**

- 3.1.8.1 All system business related data is the sole property of the Division. This includes all OEMS event, user, administrative, and other related data that is not in support of the system in a technical application control fashion.
- 3.1.8.2 Vendor will transfer event data to the DOW electronically and securely at a frequency and in formats specified by DOW (XML and CSV formats at a minimum). Data transfer shall be done daily through an automated process. It is highly desirable to have the ability to initiate such transfers on demand.

## **3.2 Training and Support**

Following are descriptions of training and support the vendor must provide to the DOW, 3<sup>rd</sup> Party Partners, and System Users.

### **3.2.1 DOW Staff**

Vendor will provide initial training for designated DOW system administrators, staff and volunteers through live training sessions. Training is to include all critical and pertinent

- system operations and management activities,
- event management, registration, and report features and functions, and
- access to support.

System administrators shall be trained in a separate session for those operations only applicable to them. This training will be further supported through online tutorials and manuals.

### **3.2.2 Tutorials**

Vendor shall provide tutorials and training manuals to DOW staff and other 3<sup>rd</sup> party instructors or presenters for setting up, managing, and performing follow-up activities for an event.

**3.2.3 User Tools**

Vendor shall provide online, context-sensitive help to users of the OEMS. User guides or other documentation must also be available.

**3.2.4 Critical Support**

Vendor shall provide technical system support for critical and/or problem issues (system bugs, down functionality, etc.) to DOW staff 24 hours a day, 7 days a week (24/7) by phone or live chat sessions.

**3.2.5 Technical Support**

Vendor shall provide technical support of a non-critical nature to DOW staff from 7:00 a.m. through 6:00 p.m. Monday through Friday with the exception of Colorado state and federal holidays.

**3.2.6 User Support**

Vendor shall provide 24/7 customer service to users of the OEMS by telephone and online. User support through customer support representatives is preferred. This may be augmented through interactive voice response (IVR). Immediate response to users is required. However, if resolutions are not immediate, they must be provided to OEMS users within 24 hours unless discussed with and waived by DOW staff.

**3.2.7 Training and Support Summary**

Training and support requirements are summarized in the tables below. The vendor must provide specific training to those indicated and in methods described during system setup and throughout the system’s operation as follows:

Training Topic	Trainees	Training Methods
All system administration and management operations	DOW System Administrators	Trainer(s); tutorials; manuals
Event management, system features, and functions	DOW Staff	Group training sessions; tutorials; manuals
Event setup and post event records	DOW staff, 3 <sup>rd</sup> Party Event Coordinators/Creators	Tutorials; user manuals
Event registration and payment	System users	Online context sensitive help; user guides and documentation

The following support must be provided throughout the system’s operation as follows:

Support Description	Support Recipients	Support Methods
Full support for critical event and system management and operations issues	DOW System Administrators and Staff	24/7 technical help desk;
Full support for non-critical system management and operations issues	DOW System Administrators and Staff	M-F, 7 a.m. – 6 p.m. except holidays
Full support for all participant and system use issues	System Users	24/7 user help desk;

**3.3 Vendor Requirements**

**3.3.1 Experience**

Vendor must demonstrate a minimum of 10 years of experience in web application development and hosting, and at least 3 years of experience with web-based events management applications. Experience with hunter education classes, outdoor skills classes and seminars is highly desirable.

### **3.3.2 Security Compliance**

Vendor has a demonstrated ability to comply with applicable cyber security policies as set by the Colorado State Office of Cyber Security. Information about such policies can be found at <http://www.colorado.gov/cs/Satellite/OIT-Cyber/CBON/1249667675596>.

### **3.3.3 Support Capabilities**

Vendor must demonstrate the ability to provide quality, prompt support services for the users of the event management system and its services by telephone and online.

### **3.3.4 Credit Card Processing**

Vendor maintains Payment Card Industry (PCI) certification to demonstrate secure handling of users' credit card data.

### **3.3.5 Payment and Funds Disbursement**

Vendor has a demonstrated ability to accept online payment for events and distribute those funds to various and multiple recipients (e.g. online payment of registration fees or other associated fees and the distribution of those fees to the DOW, Event Coordinator/Creator, or other entities as appropriate).

### **3.3.6 Corporate Standing**

Vendor maintains good standing as a U.S. corporation.

### **3.3.7 Service Delivery Location**

Vendor must provide all customer support services from locations based in the U.S.

### **3.3.8 Privacy Policy**

Vendor shall utilize a privacy policy that will comply with the requirements of the Children's Online Privacy Protection Act (COPPA).

## SECTION 4

### EVALUATION SUBMITTAL PROCESS AND CRITERIA

A “proposal” is a responsive, conforming, unconditional, complete, legible and properly executed offer from a qualified responsible party interested in providing the services outlined in this RFP. It shall be the sole responsibility of the proposer to ensure its response proposal is in the proper form and in DNR’s possession at the designated location on or before the scheduled time on the due date of receipt. Proposals will not be returned unless the RFP solicitation is cancelled prior to the submittal due date, in which case such proposals will be returned unopened, or opened for identification purposes only. Any proposal received AFTER the submittal due date and time will be returned unopened, or opened only for identification purposes.

#### **Proposal General Requirements**

To be considered responsive, proposers must adhere to, and include, the following when preparing their proposal:

- *In responding to each question or information request, proposers shall first paste an unaltered copy of the question prior to providing their response. In the event that a question has multiple parts (e.g. 1a, 1b, 1c, etc) the copy of the main question should be included only at the beginning of the response and the subpart shall precede the response to that particular subpart.*
- *For reading ease and consistency across proposals, the required format shall be defined as: 8 ½ X 11 inch sheet of paper, single spaced in 12-point font.*
- The proposer may provide additional material in Appendices and refer to material contained in the appendices in the basic proposal.
- Include a table of contents to assist in evaluation and review.

#### **Proposal Format, Content and Detailed Descriptions**

Proposers are instructed to be thorough yet brief. Proposers should strive to answer each question without the addition of extraneous information. Proposers are also notified that the evaluation committee will take into consideration, as part of their review, the success of the proposer in being concise and to the point yet fully responsive.

- Proposals MUST follow the format outlined with hardcopies of each document provided as instructed.
- Proposal sections should be tabbed, clearly identifiable, and contain the following specifics:

#### **4.1 Introductory Letter and Signed RFP Cover Page**

The Introductory letter shall be printed on the proposer’s letterhead and addressed to:

Department of Natural Resources,  
Executive Directors Office, Contract & Procurement Unit  
ATTN: Tara Larwick  
1313 Sherman Street, Room 423  
Denver, CO 80203  
Phone: (303) 866-3292 Ext. 8637  
[Tara.larwick@state.co.us](mailto:Tara.larwick@state.co.us)

At a **MINIMUM**, the Introductory Letter shall contain the following:

- i. Listing of all firms involved in this proposal.
- ii. Certification that the information and data submitted is true and complete to the best knowledge of the authorized signatory.
- iii. Name, telephone and e-mail address of a single contact person representing the proposer [prime contractor] regarding the proposal.
- iv. Title, printed name and signature of the person authorized to commit the prime contractor for this procurement.
- v. Summary of key and distinguishing features of the submitted proposal and the submitting proposer.
- vi. Specific agreement by the proposer to the incorporation of its proposal response into contractual agreements if selected for final award.
- vii. Specific proposer acknowledgement that the submitted proposal meets all terms and conditions detailed in this RFP solicitation.
- viii. Verification that the proposer is registered on the Colorado BIDS system and eligible to do business in Colorado.
- ix. Specific proposer acknowledgement of any/all amendments to the RFP as instructed in Section 1 of this RFP.

**The signed Request for Proposal** (cover page for this RFP) **MUST** be placed immediately following the Introductory Letter, and any other required forms placed immediately after this form.

#### **4.2 Vendor Qualifications**

Submit a one-page or less summary outlining how your company meets the Vendor Requirements listed in 3.3.1-8

#### **4.3 Approach**

4.3.1 Briefly summarize your understanding of the need for the project

4.3.2 Describe your overall approach to designing the system and methods to address the Deliverables listed in 3.1.1.

4.3.3 Describe your ability to meet the timeline objectives in the Phased Approach listed in 3.1.1.9. Submit a schedule for the first fiscal year of the contract (September through June 30, 2012) that shows the major milestones and the date each will be completed.

4.3.4 Describe your overall approach to Training and Support as described in 3.2. Include major training milestones and how they coincide with the timeline objectives in 3.1.1.9

#### **4.4 Vendor Experience and System Samples**

4.4.1 List at least 3 past successful similar projects, including current client name. Include information about the overall need, the overall approach, training and support provided to the client, and overall cost per year. Include websites (if any) where evaluators may view similar online events management systems your company has created. Include projects that handle multiple types of events.

- 4.4.2 Include your company website, as well as any opportunity for evaluators to demo your product or see a sample event posting.
- 4.4.3 Provide brief project-focused resumes or summaries of key personnel to be assigned to work on the project, maximum two pages per person, describing of their relevant experience on previous projects of a similar nature. Provide a statement that if the key personnel assigned become unavailable for the specific work, the contractor must provide replacements with comparable backgrounds and experience subject to DNR approval and acceptance.
- 4.4.4 Give the level of involvement, roles and responsibilities if all key team members.

#### **4.5 Price**

- 4.5.1 Give the initial cost to design or implement the system. Include customization, all phases of implementation and training.
- 4.5.2 Give any monthly fee.
- 4.5.3 Clarify if the monthly fee, if any, includes all the deliverables listed in 3.1.1.
- 4.5.4 Give the per-user/registrant fee or fee schedule.
- 4.5.5 Clarify if the per-user/registrant fee includes casual visitors to the website who do not register for an event.
- 4.5.6 Give payment options or payment schedules to choose from, if any.
- 4.5.7 Ongoing annual charges for years 2 through 5.

**DNR will not consider the submission of brochures, references to websites and/or other marketing material as a substitute for written responses to our requirements and questions.**

**PROPOSALS NOT ADHERING TO THE ABOVE FORMAT GUIDELINES MAY BE REJECTED AS NON-RESPONSIVE. DNR STRONGLY ADVISES ALL PROPOSERS TO NUMBER PROPOSAL PAGES ACCORDINGLY AND USE DIVIDERS TO SEPARATE EACH SECTION.**



## SECTION 5 EVALUATION PROCESS

### *Evaluation Process*

An evaluation committee will be formed of individuals bringing varying expertise and business functional and technical knowledge to *independently* assess the merit of each proposal received in accordance with the evaluation factors defined solely in this RFP. The sole objective of the evaluation committee will be to analyze and score the RFP responses. Scoring and evaluation may include reference checks, and other methods and sources DNR elects to consult for clarification and evaluation purposes (i.e. proposal clarifications, interviews, demonstrations, etc.). Following independent review and scoring, the committee will meet to discuss each proposal and prepare their written recommendation as to the proposal determined most responsive to DNR's needs.

The evaluation committee will score the responses and recommend the proposer whose proposal is most advantageous to the State of Colorado, taking into consideration the price and all evaluation factors set forth herein and as defined in Section 24-103-203(7) CRS. While numeric evaluations may be used in some aspects of the process to identify strengths and weaknesses of proposals, the final decision will be a business decision and will not be based on a numerical score. Proceedings and recommendations of the Evaluation Committee will be recorded in a Decision Memorandum as part of the basis for its award decision.

### *Optional Oral Presentation*

At the conclusion of evaluation and discussion of the written proposals, the State *may* (at the committee's sole discretion) request oral presentation and system demonstration of the most favorable proposals. *Proposers should not, however, prepare the written proposal with the assumption that an opportunity for oral presentations or revisions will be offered, rather, the most favorable proposal should be submitted as their initial written submittal.*

Should the Evaluation Committee decide not to award solely based on initial proposals, then those proposals in the competitive range (those most responsive to the requirements and reasonably susceptible of being selected for award) will be provided an opportunity to make an oral presentation and system demonstration. The oral presentation may include a discussion for the purpose of clarification and to ensure full understanding of and responsiveness to solicitation requirements. The same criteria for evaluation will be employed and each committee member will be provided the opportunity to modify their original scores. Following all oral presentations, the committee will again discuss their individual comments and scores.

**IF** the evaluation committee determines oral presentations and system demonstrations will assist them in making a final proposal selection, DNR will conduct oral interviews for the purpose of:

- Allowing the proposer an opportunity to present its proposal to the evaluation committee, in person;
- Allowing the proposer an opportunity to demonstrate its proposed base system based upon scripted scenarios;
- Allowing the State an opportunity to obtain further definition of proposal aspects and attempt to resolve any uncertainties;
- Resolving suspected mistakes by calling such perceived errors to proposer's attention without disclosing information concerning other proposers' proposals; and
- Allowing the State an opportunity to ask specific questions of the proposer regarding its proposal offer.

If following oral presentations and demonstrations, the Evaluation Committee requires further information in the form of proposal revisions, a date will be established in writing by the State for submission of Best and Final Offers. Proposers will not, however, be provided an opportunity for comprehensive proposal revisions (i.e. a complete rewrite will not be allowed).

Following all of the above, in order to assist the State in making its determination of proposer responsibility in accordance with CRS 24-103-401, the apparently successful proposer may be required to submit, for the most current reported period and a reasonable number of previous years (in order of preference): an audited financial statement, a financial statement reviewed by a certified public accountant, a third-party prepared financial statement (if an audited or reviewed statement is not available), or another financial statement prepared in the routine course of the proposer's business.

Proposer's are notified that as part of the award process, the proposer will have to disclose where the services are intended to be performed: in Colorado, outside of Colorado, or outside the United States (as required by C.R.S. 24-102-206).

### **Proposal Evaluation**

The factors listed below are designed to incorporate specific evaluation of the items described and requested in Section 4 and evaluated per criteria in section 5.

Proposals should be submitted in the format requested in this RFP providing sufficient detail to allow the evaluation panel to determine whether the submitted proposal evidences:

- An understanding of the State's needs, requirements and contracting terms and conditions; and
- An ability to meet the State's needs; and
- The experience and resources necessary to carry out the work towards meeting the State's needs; and
- Costs that are reasonable and consistent with the services offered to meet the State's needs.

During the evaluation phase, each committee member will independently review each proposal and evaluate each category. The evaluation of each proposal will be scored based upon a comparison of the information submitted against the specific evaluation criteria outlined below.

Following independent review and evaluation, the committee will discuss as a group each proposal and modify their evaluations, if deemed appropriate, based on such discussions (process will repeat following oral presentations and demonstrations if applicable). Committee member evaluations are then averaged for each proposal.

### **Specific Evaluation Criteria**

The evaluation committee, in making their recommendation for award determination, will utilize the factors listed below. DNR designed these factors to incorporate specific evaluation of the items requested in Sections 4 and 5 of this RFP, as well as the other aspects of the evaluation cited above.

#### **5.1 Introductory Letter and Signed RFP Cover Page**

The introductory letter and signed Request for Proposal Submittal Form are required but will not be scored.

#### **5.2 Vendor Qualifications**

Vendor background will be evaluated based on the level of experience relevant to the work scope. Potential conflicts of interest will be weighed carefully.

### **5.3 Approach**

- 5.3.1 The evaluators will score the proposer's overall grasp of the need for the campaign.
- 5.3.2 The evaluators will score the overall approach to designing the system and methods to meet the deliverables.
- 5.3.3 The schedule will be evaluated based on the proposer's ability to meet the timeline described in the Phased Approach listed in 3.1.1.9.
- 5.3.4 The evaluators will score the overall approach to Training and Support as described in 3.2. The approach will be scored based on how the proposed training can be delivered to DOW employees statewide in Colorado as well as to DOW volunteers and 3<sup>rd</sup> parties.

### **5.4 Vendor Experience and System Samples**

- 5.4.1 Past projects will be scored based on relevance of the project to the work scope.
- 5.4.2 Company website will be scored based on the overall look of the demo sample.
- 5.4.3 Resumes will be considered based on the level of experience relevant to the work scope.
- 5.4.4 The evaluation committee will consider the level of involvement, roles and responsibilities of all key team members and score based on the potential success of the team approach to the work scope.

### **5.5 Price**

Prices for the initial costs, annual fees, monthly fees, per-user/registrant fees and any optional fee schedules will be compared and the value to the State assessed.

## SECTION 6 EXHIBIT SUMMARY

### **Exhibit A: Special Provisions**

Colorado State Fiscal Rule 3-1, Issued by the State Controller's Office, requires that all State contracts, except leases and interagency agreements, contain Special Provisions (see attached exhibit). These standard State of Colorado contract terms shall be included in any contract resulting from this RFP solicitation and they are not negotiable. By submitting a proposal in response to this RFP, the proposer shall be deemed to have agreed to all such terms and to their inclusion in the final contract.

### **Exhibit B: Model Contract**

The Office of the Attorney General and the Office of the State Controller have approved a model Services Contract for use by State departments. This document is illustrative of the clauses and provisions that will be included in any contract resulting from award of this RFP. The proposer is expected to review the attached Model Contract and note exceptions. Proposers agreeing by the requirements of the RFP are also agreeing to abide by the terms of the Model Contract. Any changes to this agreement **may not** be accepted by the state. The state also reserves the right to award to the next most advantageous vendor in lieu of term negotiations.

Colorado State Fiscal Rule 3-1, Issued by the State Controller's Office, requires that all State contracts, except leases and interagency agreements, contain Special Provisions (which are included in the Model Contract). These standard State of Colorado contract terms shall be included in any contract resulting from this RFP solicitation and they are not negotiable. By submitting a proposal in response to this RFP, the proposer shall be deemed to have agreed to all such terms and to their inclusion in the final contract