


STATE OF COLORADO Department of Personnel & Administration (DPA), Executive Office Department of Central Services REQUEST FOR PROPOSAL (RFP) SUBMITTAL COVER SHEET			
Publish Date:	November 1, 2012	RFP Number:	RFP-13-AEA-153-JW
Subject to the specifications, terms and conditions herein stipulated, attached, or linked, proposals will be accepted at the address below prior to the date and time listed. Offers are now being accepted for: <p style="text-align: center;"><i>Tax Remittance and Imaging Project</i></p>			
Submit All Proposals to:	Department of Personnel & Administration, Executive Office John P. Weber, CPPO, C.P.M. 633 17 th Street, Suite 1600 Denver, CO 80202	Purchasing Agent and Telephone No.:	John P. Weber, CPPO, C.P.M. 303-866-6484
Deadline for Submission of Proposal:	December 5, 2012	<u>IMPORTANT:</u> This completed and signed RFP Submittal Cover Sheet MUST 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.	
# of Copies to be Submitted:	One (1) Original Plus Seven (7) Hard Copies Required and 1 Electronic Copy on Flash Drive or CD		
<i>IDENTIFICATION OF OFFEROR(S) (Legibly Complete the Following Information):</i>			
OFFEROR(S)/COMPANY NAME:			
STREET ADDRESS:			
CITY/STATE/ZIP:			
PHONE:		FAX:	
E-MAIL ADDRESS:		WEBSITE ADDRESS:	
AUTHORIZED SIGNATURE: _____ <p style="text-align: center;">(one copy must include an original signature)</p>			
PRINTED NAME AND TITLE:			
FEIN OR BIDS SUBSCRIBER NUMBER AS REGISTERED ON BIDS:			
CONTACT NAME FOR CLARIFICATIONS:		PHONE:	
MODIFICATIONS RECEIVED:		PAYMENT TERMS (Not Less Than NET 45):	
F.O.B.: Destination, Prepaid & Allowed		LEAD TIME/DELIVERY ARO: See Contract Requirements	

In submitting this RFP Submittal Cover Sheet, 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 is responsible for reading the entire RFP document before submitting a proposal.

RETURN THIS PAGE WITH YOUR RESPONSE

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Attachment 2	Estimated Volumes (Attachments 2A & 2B)
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Attachment 5	Sample Forms
Exhibit A	Model Contract with State of Colorado Special Provisions.
Exhibit B	Guide for Contractor Participation in the E-Verify or the Department Program
Exhibit C	Notice of Participation
Exhibit D	Contractor Affirmation

The State respects the environment and desires to do business with vendors who share this concern. Accordingly, the vendor who is awarded this solicitation agrees that, wherever required, all reports, catalogs, correspondence, or other submittals will be made on recycled paper and with copying on both sides of the pages. (Recycled paper meaning not less than 50% of the total weight consisting of secondary and post-consumer waste, and not less than 10% total weight consisting of post-consumer waste.)

Website & Solicitation Page, Attachments and Terms & Conditions
https://www.gssa.state.co.us/vensols
1. BIDS Notice (printed from BIDS website) and list of all attached files. 2. Solicitation Instructions and Terms and Conditions -Standard (See document link in BIDS Notice).

Section 1.0 Supplemental Solicitation Terms and Schedule of Activities

1.1.1 Bid Information and Distribution System (BIDS) and Registration

This solicitation is published using the Colorado Bid Information and Distribution System (BIDS). Offeror must be registered on BIDS in order to download solicitation documents and information and to be considered responsive at the time of proposal submission. BIDS and its registration information may be linked through the State Purchasing Office link at <https://www.gssa.state.co.us>.

1.1.2 Structure of this Request for Proposal

The State of Colorado Solicitation Instructions and Terms and Conditions linked through the BIDS Solicitation Page govern except as modified or supplemented in these instructions in addition to the information on the BIDS Solicitation Page used on the BIDS website to announce this solicitation.

This RFP describes the minimum content and general format for responding to our RFP. Your reply shall be submitted on the forms and in the formats requested (or equivalent) with all questions answered in detail. Elaborate format and binders are neither necessary nor desired. Legibility, clarity, and coherence are more important. Your proposal should present information in the order requested in the RFP. It is mandatory that the Proposer use the same numbering format as used in this RFP so that responses correlate to the same paragraph in the RFP requirement. This will make your proposal more "evaluator friendly" to the evaluation team conducting the evaluation of the proposals.

Whenever a question is asked in the RFP subparagraphs or a requirement stated by the use of the word "shall", the Proposer is expected to answer these as fully and completely as possible. Failure to do so may deem your proposal as "Nonresponsive" to that requirement.

Responsiveness will be measured by the Proposer's response to the requirements in each paragraph to this RFP. Merely "parroting" back the RFP requirements statement in the Proposer's proposal may deem the response as nonresponsive. The Proposer's response must demonstrate an understanding of the requirements. This might be done by providing what was asked for, or citing how the Proposer has achieved the requirements in its normal business practices (such as submitting samples of procedures, or award letters).

1.1.4 Official Means of Communication

During the solicitation process for this RFP, all official communication with Offeror will be via notices on Colorado's *BIDS* system. Notices may include any modifications to administrative or performance requirements, answers to inquiries received, clarifications to requirements, and the announcement of the apparent winning Offeror. It is incumbent upon Offeror to carefully and regularly monitor BIDS for any such notices.

1.1.5 Vendor Registration (Offeror Registration)

Offeror registration (Colorado BIDS Registration) MUST be current prior to the award. Offeror registration status is based on the Offeror's Federal Employer Tax ID Number (FEIN), as provided by the Offeror, on the *Request for Proposal (RFP) Submittal Cover Sheet*; page 1 of this document. This FEIN shall be the number used to determine if or if not an Offeror is registered. In order to maximize competition Proposers must be registered in BIDS prior to award. Offerors shall be registered in accordance with Section 1.1.1 of this RFP

1.1.6 Issuing Office & Sealed Responses

This RFP is issued for the Department of Personnel & Administration. The agency and contact listed in section 1.1.7 is the sole point of contact concerning this RFP. All Proposals must be submitted, "sealed"; i.e. package, envelope, box, etc.

1.1.7 Inquiries

Any prospective Proposer who believes any requirement of this RFP, including, but not limited to the RFP process or requirements, technical specifications or Contract terms and conditions contained in this RFP unnecessarily restrictive or limit competition may submit a written request for change or protest to the Sole Point of Contact no later than the Inquiry Deadline date set forth in the RFP BIDS Notice. Additionally the State encourages perspective proposers to submit requests to modify or change the specifications and requirements they feel would be in the best interest of the State to consider.

Prospective Offerors may also make email or written inquiries concerning this RFP to obtain clarification of requirements. No inquiries will be accepted after the date and time indicated in the Schedule of Activities. The State prefers that all inquiries be sent by electronic mail (with the RFP#13-AEA-153-JW, Tax Remittance and Imaging Project. in the subject line).

1.1.7.a Sole Point of Contact

The sole point of contact within the State of Colorado for the purpose of this RFP is:

Department of Personnel & Administration, Executive Office
633 17th Street, Suite 1600
Denver, Colorado 80202
Fax: (303) 866-3034
RFP No. 13-AEA-153-JW
Address written or fax inquiries to: John P. Weber, CPPO, C.P.M.

If an email inquiry is submitted, submit the inquiry to John P. Weber
John.weber@state.co.us

During the solicitation process, up to and including the signing of a contract, the sole point of contact for the State is that person named in section 1.1.7.a. Unless approved in writing by the Sole Point of Contact, potential Proposers shall not correspond in any manner with any other State Agency or State employee during the RFP *or* Award process. Any Proposer that violates this requirement and submits a Proposal will be deemed as non-responsible and their Proposal will be removed from award consideration.

An initial inquiry period is hereby firmly set for all interested proposers to perform a detailed review of the bid documents and to submit any written questions relative thereto. *Without exception*, all questions **MUST** be in writing and received by the close of business on the Inquiry Deadline date set forth in the RFP BIDS Notice. Additional inquiries shall not be entertained thereafter.

When submitting questions or request for changes to the original RFP or subsequent Addendum, proposers must reference the specific RFP or Addendum Section that would be affected. Any question or request for change that does not reference the RFP or Addendum as required will not be considered.

The state shall not and cannot permit an open-ended inquiry period, as this creates an unwarranted delay in the procurement cycle and operations of our agency customers. The state reasonably expects and requires *responsible and interested* proposers to conduct their in-depth proposal review and submit inquiries in a timely manner.

Further, we realize that additional questions or requests for clarification may be generated from the state's addendum responses to the inquiries received during the initial inquiry period. Therefore, a final 3-day inquiry period shall be granted. Questions relative to the addendum only shall be submitted by the close of business three working days from the date the addendum is posted to BIDS. If necessary, another addendum will be issued to address the final questions received.

Thereafter, all proposal documents, including but not limited to the specifications, terms, conditions, plans, etc., will stand as written and/or amended by any addendum issued as a result of the final inquiry period.

No negotiations, decisions, or actions shall be executed by any Proposer as a result of any oral discussions with any state employee or state consultant. The state may only consider written and timely communications from proposers.

Response to Offerors' inquiries (if required) will be by an Addendum published as a modification on the BIDS system in a timely manner. Offeror should not rely on any other statements, either written or oral, that alter any specification or other term or condition of the RFP. Offerors are responsible for monitoring BIDS for publication of modifications to this solicitation.

1.1.8 News Releases

News releases or contact with media representatives pertaining to this RFP or concerning any Offeror's proposal shall NOT be made prior to execution of the contract and without prior written approval by the Colorado Department of Personnel & Administration Executive Director or designee.

1.1.9 Proprietary/Confidential Information

Any restrictions on the use or inspection of material contained within the proposal shall be clearly stated in the proposal itself; written requests for confidentiality shall be submitted by the Offeror with their proposal. The Offeror must state specifically what elements of the proposal are to be considered confidential/proprietary.

Confidential/Proprietary information must be readily identified, marked and separated/packaged from the rest of the proposal. **Co-mingling of confidential/proprietary and other information is not acceptable.** Neither a proposal, in its entirety, nor proposal price and/or rate information will be considered confidential and proprietary. Any information that will be included in any resulting contract cannot be considered confidential. The Department of Personnel & Administration, Executive Director or delegate will make a written determination as to the apparent validity of any written request for confidentiality. In the event the Department of Personnel & Administration does not concur with the Offerors' request for confidentiality, the written determination will be sent to the Offeror. Ref. Section 24-72-201 *et. seq.*, C.R.S., as amended, Public (open) Records Act.

1.1.10 RFP Response Material Ownership

The State of Colorado has the right to retain the original proposal and other RFP response materials for our files. As such, the State of Colorado may retain or dispose of all copies as is lawfully deemed appropriate. Proposal materials may be reviewed by any person after the "Notice of Intent to Make an Award" letter has/have been issued, subject to the terms of Section 24-72-201 *et seq.*, C.R.S., as amended, Public (open) Records. 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. Offeror 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.

1.1.11 Contractual Obligations of RFP Documents

The contents of the proposal and the terms of this RFP will become contractual obligations of the successful Offeror. This RFP solicitation consists of all documents listed under the Table of Contents and are hereby referenced and incorporated herein. "The State of Colorado Solicitation Instructions and Terms and Conditions" linked to the BIDS Notice on the website govern except as modified or supplemented within the RFP or State Contract.

In responding to this RFP, Offerors agreeing to abide by the requirements of the RFP are also agreeing to abide by all terms and conditions contained herein, so Offerors should identify or seek to clarify any problems with contract language or any other document contained within this RFP packet through their written inquiries about the RFP or within their proposal.

It may be possible to negotiate some of the wording in the final contract, but there are many provisions, such as all of those contained in the Special Provisions pages, that cannot be changed. To avoid the possibility of any delay in the finalization of the resulting contract, it is highly recommended that Offerors NOT take any exception to any of the State's terms and conditions. Failure of the successful Offeror to accept these obligations may result in cancellation of the award.

1.1.12 Parent Company

If an Offeror is owned or controlled by a parent company, the name, main office address and parent company's tax identification number shall be provided in the proposal.

1.1.13 Certification of Independent Price Determination

1.1.13.1 By submission of this proposal each Offeror certifies, and in the case of a joint proposal each party, thereto, certifies as to its own organization, that in connection with this procurement:

- a)* The prices in this proposal have been 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 Offeror or with any competitor;
- b)* Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the Offerors and will not knowingly be disclosed by the Offerors prior to opening, directly or indirectly to any other Offerors or to any competitor; and
- c)* No attempt has been made or will be made by the Offerors to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

1.1.13.2 Each person signing the RFP Submittal Cover Sheet certifies that:

- a)* He/She is the person in the Offeror's organization responsible within that organization for the decision as to the prices being offered herein and that he/she has not participated, and will not participate, in any action contrary to (1.1.13.1)(a) through (1.1.13.1)(c) above; or
- b)* He/She is not the person in the Offeror's organization responsible within that organization for the decision as to the prices being offered herein but that he/she has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to (1.1.13.1)(a) through (1.1.13.1)(c) above, and as their agent does hereby so certify; and he/she has not participated, and will not participate, in any action contrary to (1.1.13.1)(a) through (1.1.13.1)(c) above.

1.1.13.3 A proposal will not be considered for award where (1.1.13.1)(a), (1.1.13.1)(b), (1.1.13.1)(c), or (1.1.13.2) above have been deleted or modified. The proposal will not be considered for award unless the Offeror furnishes with the proposal a signed statement which sets forth in detail the circumstances of the disclosure and the head of the agency, or his/her designee, determines that such disclosure was not made for the purpose of restricting competition.

1.1.14 Standard Contract Except as modified herein, the standard State Contract Terms and Conditions and the Model Contract (Exhibit A) included in this RFP shall govern this procurement and are hereby incorporated by reference.

1.1.14.1 Legislative Changes The State of Colorado reserves the right to amend the contract in response to legislative changes which may affect this project.

1.1.15 Offeror Proposed Terms and Conditions

Except as specified in the Offeror's proposal, the submission of the Offeror's proposal will indicate its acceptance of these terms and conditions. Offerors must disclose in their proposals terms and conditions or required clarifications of terms and conditions consistent with these instructions. The State reserves the right to clarify terms and conditions not having an appreciable affect on quality, price/cost risk or delivery schedule during post-award formalization of the contract.

1.1.16 Number of Awards The State intends to award one award/contract as a result of this RFP.

1.1.17 Estimated Quantities Estimated quantities where provided are estimates only, no volumes can be guaranteed. The estimated value of this project is not known at this time.

1.1.18 Late Proposals Late proposals will not be accepted. It is the sole responsibility of the Offeror to ensure that the Proposal arrives in the designated office prior to the date and time specified in the Schedule of Activities.

1.1.19 This Section not used in this RFP.

1.1.20 Contract Execution NOTE* At the time of RFP 13-AEA-153-JW release the funding of this project has not been approved. The State anticipates that funding will be approved for this project in May of 2013. Although the State may issue a "Notice of Intent to Award" and begin negotiations with an awarded Proposer, it is possible that funding for this project may not be approved. By submitting a proposal to this RFP all Proposers understand the State may not receive funding for this project. No contract can be signed by the State of Colorado until adequate funding to cover the awarded requirements of this RFP have been obtained and encumbered. In the event that funding is not made available, the State shall not be liable for any costs incurred by any Proposer in relation to this RFP.

1.1.21 Proposal Pricing Estimated proposal prices are not acceptable. Offers submitted must include all related costs (e.g. surcharges, travel, etc.). Any costs not included as part of the offer will be disallowed. Pricing must be in U.S. funds. Prices proposed or rates charged or commission fees proposed are expected to be held firm for the entire contract period.

1.1.22 Rejection of Proposals The State of Colorado reserves the right to reject any or all offers and to waive informalities and minor irregularities in offers received and to accept any portion of an offer or all items offered if deemed in the best interest of the State of Colorado to do so. Issuance of this RFP in no way constitutes a commitment by the State to award a contract.

1.1.23 State Ownership of Contract Products 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.

1.1.24 Pre Performance Meeting Upon execution of the contract, the Contract Administrator may conduct a review of the contract requirements with key personnel of the Agencies and Awarded Offeror. The purpose of the meeting would be for all working parties to gain a better knowledge of the contract requirements, have questions answered, and conduct a needs assessment so that transition to performance will commence timely and smoothly.

1.1.25 Contract Term The contract awarded will be for a term of one year with four, one-year renewal option years and a not to exceed contract term of five (5) years. However, the successful completion of the proposed solution shall be accomplished and fully operational before January 1, 2014. The State reserves the right to extend the awarded contract beyond the five year term upon written approval by the State Purchasing Director. No volume of work is guaranteed under this RFP nor is there any guarantee of contract renewal.

The State reserves the right to perform an annual survey of State contract partners (or more frequently if deemed necessary) to determine the level of service that the Awarded Offeror is providing. The survey will provide data to ensure that the Awarded Offeror is meeting all the contract requirements.

The initial contract will be effective upon approval by the State Controller or designee. The contract performance contemplated herein shall commence as upon the effective date of applicable contracts and shall be undertaken and performed in the sequence and manner set forth herein.

1.1.26. Federal E-Verify and Colorado Department of Labor and Employment Program. Effective May 13, 2008, contractors who enter into a public contract for services with Colorado state agencies or political subdivisions must participate in either the federal E-Verify program, or the newly created Colorado Department of Labor and Employment Program (Department Program). The option to enroll in the new Department Program instead of E-Verify was created by Colorado State Senate Bill 08-193, which amended the Public Contracts for Services and Illegal Alien Laws, 8-17.5-101 and CRS, C.R.S. A copy of the Guide to contractor participation and a copy of the Notice of Participation and Contractor Affirmation forms is attached to this RFP as Exhibits B, C and D.

1.1.27 Schedule of Activities (Estimates only. The State of Colorado reserves the right to deviate from these dates)

ACTIVITIES:	TIMELINE (All times are in local Colorado/Mountain time)
RFP Published	November 1, 2012
Written (E-Mail Preferred) Inquiry Deadline	November 15, 2012
Responses to Written Inquiries Published	November 26, 2012
Proposal Submission Deadline (Proposal Opening Date)	December 5, 2012
Oral Presentations	To be scheduled
Best and Final Offers (BAFOs) (to be held at the discretion of the State, as applicable)	To be scheduled
Notice of Award Published on BIDS	To be scheduled (approx. 3 weeks after BAFOs)
Contract negotiation begin	After the completion of the award protest period (7 days after Notice of Award has been published)

1.1.28 Incurring Costs

The State of Colorado is not liable for any costs incurred by Offerers or Proposers prior to issuance of a legally executed contract. No property interest of any nature shall accrue until a contract is awarded and signed by all concerned parties and approved by the State Controller.

1.1.29 Taxes Refer to Section 20. L of State Model Contract

1.1.30 Cyber Security

The awarded Offerer is required by Office of Information Technology (OIT) to comply with the State of Colorado Cyber Security Policies: www.colorado.gov/cs/Satellite/Cyber/CISO/1167928186414. See Section 3.1 and Attachment 1 for additional requirements.

1.1.31 Administrative Review Factors – Pass/Fail

Offerors must demonstrate in writing their ability and willingness to comply with the Mandatory Requirements found in Section 3.1 of this RFP, as applicable, to be considered responsive to this RFP. These items are judged on a pass or fail basis and must be satisfied in their entirety in order for the Offeror's response to be considered for further review by the Evaluation Committee. All Proposers meeting all Mandatory Requirements in Section 3.1 will then be evaluated and scored based on their responses to the Minimum Requirements, Technical proposals and Pricing proposals as listed in Attachment 1 and Section 5.

1.3.32 Intent to Bid

The Department of Personnel & Administration strongly desires an email confirmation, *Subject Line: RFP-13-AEA-153-JW Intent to Bid*, of any Offeror intending to respond to this solicitation, no later than November 20, 2012, 5:00 PM (MDT) to john.weber@state.co.us.

Section 2.0 Background and Scope of Work

2.1.1 Background

The Colorado Department of Revenue (DOR) administers a wide variety of taxes, licenses, and fees from individuals and business entities which are the principle source of revenues for Colorado state government. The DOR is also charged with administering a variety of other revenue and licensing programs, including those of the Motor Vehicle Division, Lottery, Enforcement i.e., Gaming, Medical Marijuana, Liquor, Tobacco, Racing, and the Auto Industry divisions. DOR recently completed a five-year project to convert all tax accounting to GenTax® software. This eliminated several mainframe based tax systems and now enables the deployment of front end imaging and data capture.

The Department of Personnel & Administration (DPA) provides services to state agencies and political subdivisions that include a full range of micrographic, digital imaging, microfilm conversion, data entry, system development, and on-line web based forms design. In addition to these services, DPA provides print and mail services, document imaging, project management, and consulting services to include business workflow design, digital storage and object migration to other media. DPA provides data entry and imaging services to DOR for tax processing.

The State's information technology services are managed by OIT. This is a relatively new organizational structure which was put in place to centralize information technology functions that had previously been managed by the individual agencies. OIT manages the Agencies' servers, network, database, security administration, software development and deployment and desktop support functions. OIT is in the process of consolidating staff and infrastructure from 16 agency information technology departments and determining strategies for new application deployment. OIT currently operates dedicated servers in DPA's facility, while DOR's remittance application resides on a remote central server.

2.1.2 Purpose:

With this RFP, the Agencies are partnering to leverage the acquired software and hardware both for tax processing and for other State needs. The Agencies desire to design, develop, install, test, and implement a comprehensive deposit, remittance, return, image processing, and data capture and retrieval system.

The system is to provide Intelligent Character Recognition (ICR)/ Optical Character Recognition (OCR) capture, image assisted data entry, deposit and remittance processing for the taxes and fees administered by the State.

Current environment:

DOR operates the processing sections responsible for receiving the majority of the DOR's checks and documents, extracting and editing data and archiving the transactions. This includes the incoming mail facility, account set-up unit, document prepping operations, remittance processing, editing, archival imaging quality control, verification and paper document destruction. DPA is responsible for data entering full page and coupon size tax returns without scan lines, and performing the archival document imaging.

The current mail extraction utilizes an Opex MPS30 mail sorter and several smaller envelope cutters for flat mail envelope cutting. The mail extraction and document prepping processes are completely manual. In addition to checks, DOR processes around five (5) million application, tax or correspondence documents each year. Coupon size documents and checks are manually batched, imaged in remittance processing with automated data extraction performed on scan lines and amount fields only. DOR is using the latest version of the TransCentra TMS software and two Burroughs Quantum 300 document transports for remittance processing. DOR currently sends data and image files to the GenTax® system and endorses and encodes paper checks for deposit. DOR deposits over two million six hundred thousand (2,600,000) checks worth approximately three billion three hundred million dollars (\$3,300,000,000) through the remittance processing system each year. While the majority of the money is now paid electronically, sixty (60) percent of the payment *transactions* are still made through the mail.

All other tax data is captured via manual data entry by DPA using free standing data entry software. After entry, data files are uploaded to GenTax® for initial editing and validation. Full page tax returns and license application documents are imaged after the data has posted to taxpayer's accounts and are stored in batch folders separate from GenTax®. Some other correspondence, applications and non-tax documents are also archived through a separate manual process, indexed to tax accounts and the images uploaded to GenTax®. DPA currently images approximately five million nine hundred thousand (5,900,000) document pages for tax processing annually.

Colorado has significant seasonal volume fluctuation. Individual income is Colorado's largest single tax in both volume and amounts remitted. Volume starts building in February and peaks around the April due date with approximately five hundred thousand (500,000) tax return envelopes received. Colorado also has monthly and quarterly peak volumes for wage withholding and sales taxes. This means in a typical month, daily volume could swing from a low of three thousand (3000) per day to a peak of over twenty five thousand (25,000) per day. During quarterly months the peak days may be up to thirty five thousand (35,000) envelopes and in April the daily peak could be over one hundred fifty thousand (150,000) envelopes. (See Attachment 2A for volume information). DOR strongly encourages electronic payment and electronic filing for all the major taxes, reducing overall paper volume and the size of seasonal peaks over the last 10 years.

Since the initial mail handling and prepping processes are currently manual, the Agencies believe they can gain significant efficiency by re-engineering the front end paper processing. This would include automating mail opening, capturing check and document images, automatically extracting data fields and performing the first pass of remittance processing at the point of opening the mail.

DPA currently processes an annual volume of five million two hundred thousand (5,200,000) images for non-DOR customers with an anticipated twenty million (20,000,000) image increase over the next two to three years. DPA also data enters an annual volume of one million two hundred thirty four thousand, one hundred and thirty (1,234,130) documents. (See Attachment 2B for volume information). DPA currently processes their annual volumes utilizing four Kodak i610 Scanners, three Kodak i620 Scanners, one Kodak i1860 Scanner, one Colortrac 5480 Wide Format Scanner, and one Canon CI 40” image PROGRAF Large Document Scanning System.

2.1.3 Goals and Objectives

Future Tax Processing Environment

By partnering, the State intends to perform automatic data capture and imaging as well as remittance processing for all State agencies and political subdivisions. The State wishes to leverage the investment in hardware and software by splitting functions between DPA and DOR. Current technology should enable us to deploy tasks to the agency with the best functional expertise and statutory authority to perform that task. This is the anticipated data flow and responsible agency for tax processing:

<u>Function</u>	<u>Owner</u>
Forms Design	→ DOR
Forms Recognition Set Up	→ DOR
Data Capture Programming	→ DOR
Mail Receipt and Opening	→ DPA
Document Scanning	→ DPA
Exception Queue Handling	→ DOR
Tax Return Data Capture Correction	→ DPA
Payment Data Correction	→ DOR
Electronic Bank Deposit	→ DOR
Image and Data Upload	→ DPA and DOR (Remittance Data)
Secure Document Tracking and Destruction	→ DPA

DOR requires the ability to scan and access walk in mail, checks from cashiering operations and check batches for other agencies. The proposed system must support multiple data and image outputs for different agencies and locations, deposit to multiple bank accounts and provide separate reporting. DOR expects to retain the two Burroughs Quantum 300 document transports which will need to be integrated with the new system.

DPA will require the ability to set up additional types of scanning jobs for their other State agency customers. The output of these images are presented to the customer in several ways, including but not limited to exporting them into the State Electronic Document Warehouse which is an archival system that utilizes EMC ApplicationXtender software, exporting them into EMC Documentum software, uploading to customer servers via secure FTP, and exporting them to CD and/or DVD. There is a current annual volume of approximately 600,000 documents that are provided to DPA by the customers in both hard copy and PDF formats. DPA will need the ability to do all of the data flow processes required by the tax data processing for the remainder of its customers.

DPA requires the ability to integrate its Kodak i1860 scanner, Colortrac 5480 Wide Format Scanner and Canon CI 40” image PROGRAF Large Document Scanning System into the proposed system. DPA will retire its Kodak i610 and i620 scanners upon full implementation of the new system. DPA will convert all of its data entry to the new system in addition to the existing scanning projects.

OIT anticipates the new system will reside in an OIT server farm or in a hosted server environment. In either scenario, the group is concerned about network traffic and the network's capacity to serve the needs of the remote users located in different cities.

2.1.4 Definitions

“Agencies” means the Department of Personnel & Administration AND the Department of Revenue

“Awarded Offeror” means the Offeror whose proposal the State determines to be most advantageous considering the factors set forth in this RFP.

“Bids” means the State of Colorado's Bid Information and Distribution System Web site, located at: <https://www.gssa.state.co.us/VenSols>. All solicitations published by State agencies and institutions are published on BIDS. All Offerors wishing to respond to a solicitation (including this RFP) must be registered with BIDS.

“Contractor” means the Offeror awarded a contract to provide the services contained in this RFP.

“Discussion” means, for the purposes of this RFP, a formal, structured means of conducting written or oral communications/presentations with responsible Proposers who submit proposals in response to this RFP.

“DOR” means the Department of Revenue

“DPA” means the unit of the Department of Personnel & Administration.

“Must” means a mandatory requirement.

“Offeror” “Proposer” means any potential provider interested in providing the services contained within this RFP.

“OIT” means the Governor's Office of Information Technology

“Proposal” means an offer in response to a Request for Proposals (RFP). Sometimes used interchangeably with the terms "bid," "offer," or "response."

“Request for Proposal” means a procurement solicitation that seeks offers from organizations or individuals to perform the scope of work defined in the RFP, in accordance with the terms listed in the RFP. An RFP is issued with the intent of selecting the most advantageous proposal, making an award to that Offeror, and entering into a contract.

“Shall” means a mandatory requirement

“Should” means a minimum attribute.

“Solution” means the equipment, software, and services that meet the requirements in this RFP.

2.2 Scope of Work

The proposed solution shall include recommendations and all equipment, software and any other changes necessary to accomplish the State's objectives beginning with mail receipt and including all tasks through data capture and image transfer to DOR's integrated tax system and deposit of funds in to the State's bank account(s) and other State agency systems. The Agencies expect that the award Proposer have previous experience with projects similar in scope, size, and complexity as the Tax Remittance and Imaging Project.

Section 3.0 Statement of Work and Proposal Requirements

The following list emphasizes features for the end user. The functional requirements listed are a general guide and not intended to be complete or capture every element the Agencies might want or need in the Solution.

Offeror must respond to ALL portions of the RFP requiring a response from the Proposer and submit responses for each section as indicated.

3.1 Mandatory Requirements All Proposers and Proposed Solutions must meet all requirements in this section in order to be eligible for further consideration or award.

1. The awarded Offerer is required by OIT to comply with the State of Colorado Cyber Security Policies: www.colorado.gov/cs/Satellite/Cyber/CISO/1167928186414.
2. The proposed solution shall support both networked and hosted servers remote from the user and equipment locations. At the time of this RFP publication, OIT does not know which option will be required.
3. The State will retain data ownership.
4. The proposed Solution must provide varied permission levels to support specific user access to different system functions.
5. Proposed software product(s) must be currently operational in a full production mode in a state agency of similar size and scope. At least one site must be willing to act as a reference, allowing contact by telephone and/or onsite visit during the evaluation process.

3.2. Scored Minimum Requirements

Any proposed Solution should meet the Minimum Requirements described in Attachment 1 and Section 4. Proposers are instructed to complete Attachment 1 including comments and supporting response information required to demonstrate their ability to meet the minimum requirements. Additionally Proposers are to provide information required in Section 4.

3.3 Deliverables

The deliverables listed in this section are the minimum desired from the successful proposer. Every proposer should describe what deliverables will be provided per their proposal and how the proposed deliverables will be provided.

The key deliverables for this project are:

1. Project work plan and subsequent revisions;
2. Solution design, development and integration services, including a plan for transition from existing processes to the proposed processes in an orderly and uninterrupted manner;

3. Solution software support;
4. Solution integration with existing systems;
5. Solution installation services;
6. Solution hardware implementation with hardware located at the DPA facility in Pueblo Colorado and in the DOR facility in Denver, Colorado.
7. Solution training services; and
8. Solution documentation.

Section 4.0 Offeror Response Format and Instructions

4.1 Proposal Submission General Requirements

4.1.1

Proposals will be deemed complete when originally submitted; additional information cannot be accepted at a later date because of omission.

Proposals submitted for consideration should follow the format and order of presentation described below:

- A. **Cover Letter:** The cover letter should exhibit the Proposer's understanding and approach to the project. It should contain a summary of Proposer's ability to perform the services described in the RFP and confirm that Proposer is willing to perform those services and enter into a contract with the State.

The cover letter should also

1. Identify the submitting Proposer;
2. Identify the name, title, address, telephone number, fax number, and email address of each person authorized by the Proposer to contractually obligate the Proposer;
3. Identify the name, address, telephone number, fax number, and email address of the contact person for technical and contractual clarifications throughout the evaluation period;
4. Identify the number of days after submission for which the proposal is valid;
5. Provide a positive statement of compliance with the contract terms and conditions detailed in the RFP. If the Proposer cannot comply with any of the terms, an explanation of each exception must be supplied and proposed alternative language provided. Section 1.1.11 of this RFP outlines those terms which are non-negotiable.

- B. **Table of Contents:** Organized in the order cited in the format contained herein.

- C. **Proposer Qualifications and Experience:**

Financial Stability

Proposer must demonstrate that it has the financial stability to provide and support the products and services identified in this RFP by providing with its proposal: (1) audited financial statements for the three consecutive years immediately preceding the issuance of this RFP; and (2) copies of any financial statements that have been prepared since the end of the most recent year.

If the financial statements being provided by the Proposer are those of a parent or holding company, additional financial information should be provided for the entity/organization directly responding to this RFP.

Company

Proposer must provide brief company descriptions, including number of years in business, type of business, corporate structure and organization, the state in which formed (accompanied by a certificate of authority), total number of employees and locations of permanent facilities. Proposer must describe the company's mission, location and lines of business, including the percentage of their overall resources dedicated to providing the Solution design, development, implementation and support services described in this RFP.

Company Experience

Proposer must demonstrate its capability to provide the services specified in this RFP, by responding to the following informational requirements. Each item must be thoroughly addressed.

1. The Agencies seek proposals from firms with a minimum of three years of experience in the design, development, and implementation of imaging systems, preferably with at least one system installed at a revenue processing or similar governmental agency with comparable volumes, different form types, and remittance processing in place.
2. This experience must have been gained prior to bid submission and may have been obtained from one or more clients.
3. The experience must be with a system that was fully operational for a minimum of one year where the project milestones and deliverables were met.

Proposer shall provide references and project summaries from three (3) sites to support the experience and knowledge in the areas listed above. At least one site must be willing to act as a reference, allowing contact by telephone and/or onsite visit during the evaluation process. Project summaries should include at a minimum the name of the client organization, point of contact information, overview of the project, contract value, start and end dates, project status, scope of services, primary deliverables, and an overview of the technology and platform involved.

Project Team

Proposer shall propose a project team for the management and execution of the work outlined in the proposal. At a minimum, key staff includes Vendor Project Manager, Lead Developer, and Quality Assurance/Testing Lead.

For the proposed project team, include the following:

1. Project organization chart.
2. Description of roles and responsibilities of key staff on this project, planned level of effort (by percentage of time), anticipated duration of involvement with the project, and on-site availability.
3. Description of the experience and knowledge the proposed team has in the following areas and as related to the project described in this RFP: project management tasks; system design, development and implementation; training services; forms development; testing; developing and managing conversion/migration efforts; and industry best practices and trends.
4. Provide resumes to include name, education, training, technical experience, functional experience, specific dates and names of employers, relevant and related experience, past and present projects with dates and responsibilities, and any applicable certifications.
5. Provide client references (name, title, company name, address, telephone number and e-mail) for the cited projects in the individual resumes.

Replacement of key staff following award and/or during the resulting contract shall be subject to the approval of the Agencies. Failure to coordinate and gain approval prior to key staff replacement will be a material breach of contract.

The Agencies may require background checks for vendor staff assigned to the project whose job responsibilities require access to sensitive state or federal taxpayer data and other confidential data

D. Proposed Solution/Technical Response:

Proposals must thoroughly illustrate and describe how the proposed technical solution, hardware, software type, version, etc., and responses to all other requirements as outlined in the RFP will meet the Agencies objectives.

The Proposer shall include a detailed description of their proposed solution beginning with mail receipt and ending with transmission of data and images to Agencies integrated tax system and the deposit of funds in the State's bank account(s). The proposed solution shall also address requirements regarding modifications to existing systems, project management, system development, system documentation, hardware, system implementation, training, and ongoing maintenance and support.

The Proposer shall provide:

- Attachment 1 with thorough responses to each of the requirements listed;
- A schematic diagram of the proposed solution;
- A description of specific advantages of the proposed solution over competition in the industry;
- A description of the feasibility for adopting new technologies contained within the proposed solution;
- A description of document preparation tasks and workflow methodologies to be used within the proposed solution; and
- Workflow diagrams and charts detailing the flow of documents within the proposed solution.

The proposal shall include a twelve month warranty period for all aspects of the proposed solution, including software. The warranty period will not begin until the solution has been fully implemented and accepted by the State. The warranty period must include the necessary support to correct any system deficiencies found and to provide performance monitoring and tuning support.

E. Innovative Concepts:

Presentation of innovative concepts, if any, for consideration.

F. Project Schedule and Implementation:

Implementation Plan

The State desires to use a phased implementation approach. The Proposer shall include its vision for a phased implementation in such a way that successful completion of the proposed solution is accomplished and fully operational before January 1, 2014. The current processing system must continue to run in order to support the phased implementation.

Provide a detailed project plan and a sample schedule of implementation for all components of the project. Specifically, address the following:

1. Actions/tasks for the project to include a detailed work plan and schedule for each phase of the solution
2. Project deliverables and milestones

3. Project management and quality assurance methodologies
4. Timelines, charts, graphs, network diagrams or any other graphics that support and explain the plan
5. Hardware needed to support the proposed solution
6. Expected resource utilization of the Agencies’ employees, Proposer employees, and/or third party vendor employees
7. Designate who will be responsible for installation, configuration and maintenance of the hardware.
8. Designate who will be responsible for installation, configuration and maintenance of the software.
9. Testing plans and timeline
10. Transition from existing processes to the proposed processes in an orderly and uninterrupted manner
11. Training
12. Define any critical factors that may affect the implementation

Training

The Proposer shall include a detailed training plan for training DPA, DOR and OIT of the proposed solution. The training plan shall include:

1. Average training time required for each of the main tasks / job positions associated with the proposed solution
2. Recommended skill set of the attendees, the length of class, topics addressed and cost per class or training session
3. Step-by-step procedures and directions in the use of the proposed software and hardware through all activities supported by the proposed solution
4. Training documentation to include manuals, helpful hints, etc.
5. Complete documentation of the system, including site customization and business rules
6. Training of OIT staff regarding deploying upgrades, fixes or patches for the main system, desktops and equipment (if needed)
7. List of any offsite software training classes offered to include a schedule and location for those trainings

For estimation purposes, the Proposer should assume a State training population as follows:

Training for DPA staff shall be provided at the DPA building located at 2 Jetway Court, Pueblo, CO 81001. For the Data Entry Operators, Document Preparation Staff, and Equipment Operators, DPA requires “Train the Trainer” type training. For estimation purposes, the Proposer should assume the DPA training population as follows:

Type of DPA Staff	Number of Trainees
Supervisors	3
Data Entry Operators	6
Document Preparation Staff	4
System Administrators	2
Management Staff	3
Equipment Operators	6
Form Development Staff	4

Training for DOR staff shall be provided at the DOR building located at 1375 Sherman Street, Denver, CO 80203. For estimation purposes, the Proposer should assume the DOR training population as follows:

Type of DOR Staff	Number of Trainees
Supervisors	2
Revenue Auditors	2
Controller’s Office	3
Analysts/ Forms Designers	2
Management Staff	1
Production Staff	12

Training for OIT staff shall be provided at a Denver location to be later determined. For estimation purposes, the Proposer should assume the OIT training population as follows:

Type of OIT Staff	Number of Trainees
Service Desk and Access Control Employees	6

G. Pricing Proposal:

Proposer’s fees and other costs, if any, shall be submitted in accordance with 1.1.21 and this Section. Prices proposed shall be firm for the duration of the initial term of the contract. This Pricing proposal shall include any and all costs the Contractor wishes to have considered in the contractual arrangement with the State. **Pricing Proposal must be submitted in a separate sealed envelope marked “Pricing Proposal”.**

Pricing must be inclusive of administrative support, supplies, office supplies, pagers, cell phones, parking fees, meals, lodging, rents, mileage, travel expenses, training, after hours or weekend time, insurance, use of subcontractors, overhead, profit, and costs for all other items consumed, utilized, and/or required by Proposer’s staff or subcontractor’s staff. Unless otherwise specified, all hardware and software deemed necessary by the Proposer shall be included in the proposed costs. Items or costs not identified in the Proposer’s pricing proposal will be the sole responsibility of the Proposer.

The Proposer must include an itemized listing of all expenses or fees, if applicable, that are expected to be paid by Agencies for the proposed solution. Prices proposed shall be firm and inclusive of all costs to implement the solution. The following information shall be clearly represented in the cost proposal:

1. Equipment Costs
2. Software Costs
3. Installation and Programming Costs
4. Professional Services Costs
5. Software and Hardware Maintenance and Licensing Costs
6. Training Costs
7. Forms Costs
8. All other associated Costs

4.1.2 **Required Copies** Offerors are required to submit one (1) original plus seven (7) copies sealed in a package.

4.1.3 Proposal Organization The Offeror's proposal should be submitted in a binder (3 ring binder(s) preferred) with all material clearly labeled or, such other organization that will facilitate the committee members' evaluation. Offerors must respond to every item listed within this section and label his/her proposal with the corresponding number for each question or request for information.

4.1.4 Addressing Statement of Work/Program Requirements (Offeror Response) The following information within this section shall outline specific information required in your response and assist in determining how well your agency will be able to meet the requirements set forth within Section 3, Statement of Work and Proposal Requirements.

Offeror must address responses for each section of any proposal submitted.

All Offerors must respond to ALL portions of the following information and or related sections:

1. Signed RFP Submittal Cover Sheet.
2. Section 3.0, Statement of Work and Proposal Requirements
3. Attachment 1, Bidder Response Form to Minimum Requirements

All Offerors must meet all mandatory requirements of the RFP or be disqualified.

Submit a Transmittal Letter that positively states your willingness to comply with all work requirements and other terms and conditions as specified in this RFP. Any deviations or changes from specifications outlined in this RFP are to be explained clearly and alternatives offered. Furthermore, the Transmittal Letter must:

- a. Be printed on your official business letterhead.
- b. Include a statement that the Offeror and submitted Proposal meets all of the Mandatory Requirements as outlined in 3.1.
- c. Identify all material and attachments that comprise your proposal.
- d. Be signed by an individual authorized to commit you to the proposed work.
- e. Discloses the intended use of any subcontractors and their credentials/references.

Section 5.0 Proposal Evaluations and Award

Bid Evaluation: An evaluation team selected by the State will evaluate the merit of proposals received in accordance with the evaluation factors defined in the solicitation. This evaluation committee will review and score submitted proposals to determine which response most accurately and clearly:

1. meets the equipment requirements
2. meets the service requirements
3. meets the training requirements for State staff
4. requires only limited clarification using terms standard to the industry defining those items that are manufacturer specific
5. demonstrates a sound approach related to the special needs and requirements of the installation and integration for the State of Colorado
6. vendor is able to demonstrate it has adequate qualified personnel, past experience and other resources such as technical support and technicians to potentially complete the project
7. provides rates that are fair, competitive, and meets the State's budget
8. demonstrates sound approach to the expansion or changing needs of the State of Colorado

This section supplements paragraph 3.8, "Evaluation and Award," in the Colorado Solicitation Instructions/Terms and Conditions that are available through the link on the BIDS solicitation page.

The recommendation of the Evaluation Team is forwarded to the DPA Contracts and Procurement Office for review and approval. Evaluation Criteria and scoring points are noted below.

Price constitutes only one of the several evaluation criteria; therefore, the lowest dollar price MAY or MAY NOT indicate the successful awarded offeror. The proposal with the highest total score will be recommended for the award.

5.1.1 Evaluation Process The State plans an intensive, thorough, complete and fair evaluation process. All Offerors shall be afforded fair and equal treatment throughout the evaluation process.

5.1.2 Evaluation Committee An evaluation committee will independently evaluate the merits of proposals received in accordance with the evaluation factors stated within this RFP followed by committee group discussion. The sole objective of the evaluation committee will be to recommend for award the proposal determined most advantageous to the State's needs.

5.1.3 Evaluation Based on Initial Proposals The State reserves the right to make an award on receipt of initial proposals, so Offerors are encouraged to submit their most favorable proposal at the time established for receipt of proposals.

Proposals requiring major revision in order to be considered for any award, or otherwise not meeting the mandatory or other requirements required for further consideration as specified in the RFP, may be classified as unacceptable and ineligible for further consideration. The technical aspects of the proposals will be assessed based on the soundness of the Offeror's approach and the Offeror's understanding of the requirement.

The past experience/qualifications will be assessed by considering the extent to which the qualifications, experience, and past performance are likely to foster successful, on-time performance. Technical and past experience assessments may include a judgment concerning the potential risk of unsuccessful or untimely performance, and the anticipated amount of State involvement necessary to insure timely, successful performance.

5.1.4 Competitive Range

The State may establish a competitive range of those Offerors whose proposals have been initially evaluated as most responsive to the requirements and reasonably qualified to be selected for award. The determination of the competitive range, if used, will be determined by a natural break scoring method.

5.1.5 Clarifications/Discussions

The State may conduct discussions with Offerors for the purpose of promoting understanding of the State's requirements and the Offeror's proposal, to clarify requirements, and to make adjustments in services to be performed and in prices and or rates. Those Offerors may be sent a list of questions by the Sole Point of Contact only to which they will then be given a specified number of days in which to formulate and submit written responses to the questions and to provide any related revisions to their initial proposal. The nature of the questions will be, generally, clarifying in nature and will permit related revisions to proposals. Such revisions will be at the option of the Offerors but will be limited to the guidelines defined by the State's requested clarifications.

No major changes will be permitted nor will the State accept any additional written materials not relevant to the questions/clarifications requested. Clarifications/Discussions may be limited to Offerors within the Competitive Range as defined in section 5.1.4.

5.1.6 Presentations and Demonstrations

5.1.6. A Oral Presentations

The State may invite those Proposers in the competitive range, as determined from the initial evaluation, to provide an oral presentation of their proposed solution. The purpose of the oral presentation is to provide the Proposer an opportunity to further promote their proposal and to provide the evaluation committee a better understanding of the proposed solution. The order by which Proposers will be assigned presentation dates will be determined through a random process.

All oral presentations will be held in Denver, Colorado at a location designated by DPA.

Upon conclusion of the Oral Presentations, the Proposer's scores may be recalculated based on their oral presentation for the following three (3) categories:

1. Product Functionality
2. Technologies Utilized
3. Ability to help Agencies meet its stated objectives

5.1.6. B. Demonstrations

The Proposers in the competitive range may be required to present a live demonstration of their solution to the seven (7) members of the evaluation committee. System to be demonstrated must have been fully implemented for at least 1 year and would preferably be running in a state government agency. The Proposers will be given one week's notice prior to the date and time of their demonstration. Each Proposer afforded this opportunity will be expected to provide the demonstration using the same type of hardware and software as being provided in their solution to this RFP.

The State would prefer that any demonstration be located within Colorado. However, the demonstration may be held at any Proposer specified location within the United States. The Proposer will be responsible for all costs including travel, per diem and all other associated costs pertaining directly to the live demonstration of the proposed solution to the seven (7) members of the evaluation committee.

The presentation of equipment and its capabilities may occur within a 2-3 week period after the solicitation closes.

If it is determined by the State to be in the State's best interest, the State reserves the right to combine the Oral Presentation and Demonstrations at the same time.

5.1.7 Best and Final Offers (BAFOs) – The State reserves the right to award on receipt of initial proposals. If an evaluation and award recommendation is not completed upon the initial proposals, the State reserves the right at its sole discretion to hold oral presentations by the highest ranking Proposers. The State also reserves the right to exercise a best and final offer (BAFO) option. If the BAFO is chosen, the State will request in writing the eligible Proposers to submit a BAFO and will provide a deadline for the receipt of the sealed BAFO. Please note, Proposers must not anticipate the opportunity for an oral presentation or the opportunity to make changes to original offers.

5.1.8 Final Evaluations

After completion of clarifications, presentations (if any), and BAFOs (if any) as required, the Evaluation Committee will then re-consider the initial proposal ratings and may make adjustments they believe to be warranted as a result of the additional information obtained.

5.1.9 Award Recommendation

The evaluation committee will independently evaluate the merits of proposals received in accordance with the evaluation factors stated within this RFP followed by committee group discussion. The sole objective of the evaluation committee will be to recommend for award the proposal with the highest overall score. Upon completion of the evaluation process, the committee will formulate a recommendation derived from the Proposal receiving the highest score, while within available resources, to the State. A formal Award Recommendation of the committee will be forwarded to the DPA Purchasing Manager for review.

5.1.10 Notice of Intent to Award

Upon review and approval of the recommendation for award, the DPA Contracts and Procurement Unit will issue "Notice of Intent to Make an Award" letter to all Offerors. In addition, an intent to award posting will be published on the BIDS system. Upon issuance of the notice, all non-proprietary/confidential documents become public record and will be available for inspection. The time period for consideration of any protest of the award decision will commence at this time. The Awarded Offeror will be contacted by the State to complete any post award requirements.

5.1.11 Debriefings

Debriefings may be scheduled by the participating Proposers after the "Notice of Intent to Award" letter has been issued by scheduling an appointment with the DPA. Contact may be made by phone at (303) 866-6484 or E-mail to john.weber@state.co.us

5.2 General Evaluation Criteria

5.2.1 Basis for Award

The purpose of this RFP is to solicit proposals for the goods/services specified herein. The requirements stated within this RFP represent the minimum performance requirements necessary for response as well as desired elements. All proposals must meet the mandatory requirements established by this RFP to be eligible for award. In addition, Offerors must be licensed to do business in the State of Colorado.

A. Evaluation Criteria: The Evaluation Committee will judge the merit of proposals received in accordance with the criteria described in Statement of Work, Minimum Requirements, Technical Proposal and Pricing Proposal. Evaluation and award will be based on the following factors in decreasing order of importance:

- 1) 50% - Minimum Requirements (Attachment 1)
- 2) 30% - Technical Component
- 3) 20% - Pricing Proposal Component

The scores for the Technical, Minimum Requirements and Pricing Proposals will be combined to determine the overall score. The Proposer with the highest overall score will be recommended for award.

5.2.2 – Minimum Requirements (Fifty (50) percent of Score)

Scored Minimum Requirements are listed in Attachment 1. As these Minimum Requirements will be scored and used for award evaluation purposes, it is in the Proposers best interest to provide detailed responses in Attachment 1.

5.2.3 - Technical Proposal (Thirty (30) percent of Score)

The following shall be included in the Technical Proposal:

- A. Proposer Qualifications and Experience
- B. Project Manager and Key Staff Qualifications and Experience
- C. Proposed Project Staff
- D. Statement of Solution
- E. Training

5.2.4 - Pricing Proposal (Twenty (20) percent of Score)

The information provided in response to this section will be used in the Pricing Evaluation to calculate lowest evaluated cost.

A proposer's base cost score will be computed as follows:

$$BCS = (LPC/PC \times 4)$$

Where: BCS = Computed cost score (points) for proposer being evaluated
 LPC = Lowest proposed cost of all proposers
 PC = Total cost of proposer being evaluated
 4 = Total points available for Pricing (cost) section.

5.2.5 Adequacy and Completeness of Response

In general, all aspects of the RFP will be evaluated based on the Offeror's adequacy and completeness of the proposal with regard to the information specified in the RFP; i.e., compliance with terms, conditions and other provisions contained in the RFP, as well as Offeror's ability to read and follow instructions. Failure of the Offerors to provide the information required in this RFP may result in disqualification of the proposal. This responsibility belongs to the Offerors.

5.2.6 Mandatory Administrative Review Factors

Offerors must comply with the following mandatory requirement in order to be considered responsive to this RFP and to be eligible to be awarded a contract. These items are reviewed as a pass or fail during evaluation of proposals:

Signed Proposal Submittal Cover Sheet. The State of Colorado's Request for Proposal Submittal Cover Page MUST be signed by the Offeror or an officer of the Offeror legally authorized to bind the Offeror to the proposal.