



Request for Proposal

For CMU 2817 Campus Service Desk Solution



RFP Issue Date: September 6, 2024

Proposal Due Date: October 9, 2024, 11:00 a.m.

Issued By: Suzanne Ellinwood
Director of Procurement & Risk Management

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Section 1: Administrative information

1. Issuing Office

This Request for Proposal (RFP) is issued by the Colorado Mesa University (University) Purchasing Department on behalf of the Information Technology and Facilities Departments. The Purchasing Department is the SOLE point of contact concerning this RFP. All communication must be done through the Purchasing Department.

2. Official Means of Communication

During the solicitation process for this RFP, all official communication between the Purchasing Department and Offerors will be via postings on the Rocky Mountain E-Purchasing System (RMEPS) website at: <https://www.rockymountainbidsystem.com>. The RMEPS website offers both free and paid registration options that allow for full access of the solicitation documents and for electronic submission of proposals. **NOTE: Free registration on the site may take up to 24 hours to process; plan registration to allow time for on-time bid submission.** The University does not have access or control of the vendor side of the RMEPS site; contact RMEPS directly to resolve any issues encountered prior to response deadline at (800) 835-4603.

The Purchasing Department will post notices which will include, but not be limited to, 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 Offerors to carefully and regularly monitor the RMEPS website for any such postings.**

The Purchasing Department will also post communications through the University Open Solicitations website at: <https://www.coloradomesa.edu/procurement-payment/open-solicitations.html>. Information on this website is for reference only; the RMEPS website is the platform of record. It is incumbent that bidders review the University's Solicitation Instructions.

3. Purpose

This RFP provides prospective Offerors with sufficient information to enable them to prepare and submit proposals for consideration by the Purchasing Department to satisfy the need for expert assistance in the completion of the goals of this RFP.

4. Definitions

- A. In the following RFP, the term "University" shall be understood to mean "Colorado Mesa University."
- B. In the following RFP, the term "Offeror" shall be understood to mean the individual, company, corporation, or firm formally submitting a response to this RFP and may also be referred to as the "Bidder," "Vendor" or "Contractor."
- C. In the following RFP, the term "Response" shall be understood to mean a written offer to provide goods and/or services in accordance with the general conditions, instruction, and specifications stated herein with the exceptions clearly stated, and may be used interchangeably with the terms "Proposal" and "Bid."

5. Scope

This RFP contains the instructions governing the proposal to be submitted and the material to be included therein; mandatory requirements which must be met to be eligible for consideration; and other requirements to be met by each proposal.

6. Schedule of Activities

RFP Issue Date	September 6, 2024
Non- Mandatory Pre-bid Meeting	September 16, 2024, 10:00 AM MST
Written Inquiries Due	September 18, 2024, 11:00 AM MST
Response to Written Inquiries	September 20, 2024
Proposal Submission Deadline	October 9, 2024, 11:00 AM MST
Short List Announced	October 18, 2024
Interviews and Product Demo [Zoom]	Week of October 21, 2024
Final round of questions	Week of October 28, 2024
Notice of Award	Week of November 4, 2024 (estimated)
Contract Issued	December 2024
Desired Go Live Date	Spring 2025

Non-Mandatory Prebid Meeting

Topic: CMU 2817 Campus Service Desk Solution Prebid Meeting

Time: Sep 16, 2024 10:00 AM Mountain Time (US and Canada)

Join Zoom Meeting

<https://coloradomesa.zoom.us/j/96248408295?pwd=pv5NrhSPNGA6BTaA6Fwo1nZ8y1bqH4.1>

Meeting ID: 962 4840 8295

Passcode: 472962

One tap mobile

+17193594580,,96248408295# US

+12532050468,,96248408295# US

Dial by your location

- +1 719 359 4580 US
- +1 253 205 0468 US
- +1 253 215 8782 US (Tacoma)
- +1 346 248 7799 US (Houston)
- +1 669 444 9171 US
- +1 669 900 6833 US (San Jose)
- +1 386 347 5053 US
- +1 507 473 4847 US
- +1 564 217 2000 US
- +1 646 876 9923 US (New York)
- +1 646 931 3860 US
- +1 689 278 1000 US
- +1 301 715 8592 US (Washington DC)
- +1 305 224 1968 US
- +1 309 205 3325 US
- +1 312 626 6799 US (Chicago)
- +1 360 209 5623 US

Meeting ID: 962 4840 8295

Find your local number: <https://coloradomesa.zoom.us/u/arPwaIWOL>

7. Inquiries

Offerors may make written, email 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. Offerors shall confirm successful receipt of said inquiries.

For this RFP, send all inquiries to Suzanne Ellinwood, Director of Procurement, at sellinwo@coloradomesa.edu.

Response to any Offeror's inquiries will be published as a modification on the RMEPS website and the University Open Solicitations website in a timely manner per the Schedule of Activities. Offerors should not rely on any other statements that alter any specification or other term or condition of the RFP.

8. Addendum or Supplement to Request for Proposal

In the event that it becomes necessary to revise any part of this RFP, an addendum notice will be posted on the RMEPS website and the University Open Solicitations website. Bidders shall not rely on any other interpretations, changes, or corrections.

9. Written Inquiries and Responses

Any explanation desired by an Offeror regarding the meaning or interpretation of any Request for Proposal provision must be submitted in writing and clearly marked with the RFP number and title. Inquiries can be emailed to the point of contact for the Request for Proposal; it is incumbent upon the Offeror to verify receipt of written inquiries. Written responses to inquiries will be provided as an addendum to be posted on the RMEPS website and the University Open Solicitations website on the date shown in the Schedule of Activities.

10. Modification or Withdrawal of Proposals

Proposals may be modified or withdrawn by the Offeror prior to the established submission due date and time.

11. Proposal Submission

Proposals must be received on or before the date and time indicated in the Schedule of Activities. Bids will be accepted electronically through the RMEPS website. The Vendor Signature Form MUST be signed by the Offeror or an officer of the Offeror legally authorized to bind the Offeror to the proposal. The Vendor Signature Form is to be included with the proposal. Proposals which are determined to be at a variance with this requirement will not be accepted.

12. Acceptance of RFP Terms

A proposal submitted in response to this RFP shall constitute a binding offer. Acknowledgment of this condition shall be indicated by the signature of the Offeror, or an officer of the Offeror legally authorized to execute contractual obligations. A submission in response to this RFP acknowledges acceptance by the Offeror of all terms and conditions including compensation, as set forth herein. An Offeror shall identify clearly and thoroughly any variations between its proposal and the University's RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as outlined or specified in the RFP.

13. Bid Opening

Due to the complexity of this Proposal, information provided at the Bid Opening shall be restricted to the NAME AND NUMBER OF RESPONDERS. Inspection of the Offerors' proposals will not be allowed until after the notice of intent to award is posted on the RMEPS website.

14. Oral Presentations/Site Visits

The Evaluation Committee may conclude after the completion of the proposal evaluation that oral interviews/presentation and/or demonstrations are required to determine the successful Offeror. All Offerors may not have an opportunity to interview/present and/or give demonstrations. The presentation process will allow the Offerors to demonstrate their proposal offering, explaining and/or clarifying any unusual or significant elements related to their proposals. Offeror's key personnel may be required to participate in a structured interview to determine their understanding of the requirements of this proposal, their authority and reporting relationships within their firm, and their management style and philosophy.

Detailed notes of oral interviews/presentations and/or demonstrations may be recorded and supplemental information (such as briefing charts, etc.) may be accepted. Additional written information gathered in this manner shall not constitute replacement of proposal contents. Once oral interviews/presentations and/or demonstrations have been completed the University reserves the right to make a contract award without any further discussion with

the Offerors regarding the proposals received. Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the Offeror.

15. Protested Solicitations and Awards

Any actual or prospective Offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the University Purchasing Director. The protest shall be submitted in writing within seven working days after such aggrieved person knows, or should have known, of the facts giving rise thereto. [Reference Colorado Revised Statutes (CRS) Section 24-109-101 et. seq., 24-109-201 et. seq., and University Procurement Rules Section 18.C.1 through 18.C.9.]

With regard to the emphasized language above, it is important for Offerors to note that a challenge to the solicitation's requirements or specifications should be made within 7 days of when the protested item is known. In other words, if you believe that the solicitation contains a requirement you want to protest, the protest should be submitted within the 7-day time period, even if that means it is filed during the time the solicitation is still open.

As noted in the paragraph above, announcement of the apparent winning Offeror will be made via a posting on the RMEPS website. The requirement for timely submission of any protest (7 working days) will begin on the first working day following posting of the award notice on the RMEPS website.

16. Confidential/Proprietary Information

Any restrictions of the use or inspection of material contained within the proposal shall be clearly stated in the proposal itself. 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 separately 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 information will be considered confidential/proprietary. Any information that will be included in any resulting contract cannot be considered confidential.

17. RFP Response Material Ownership

All material submitted regarding this RFP becomes the property of the University. Proposals may be reviewed by any person after the "Notice of Intent to Make an Award" letter has been issued, subject to the terms of § 24-72-201 et.seq. CRS, as amended, Public (open) Records.

18. Proposal Prices

Estimated proposal prices are not acceptable. Proposal prices will be considered to be your best and final offer, unless otherwise stated in the RFP. The proposal price will be considered in determining the apparent successful Offeror.

19. Discussion with Responsible Offerors and Revisions to Proposal

Discussions may be conducted with responsible Offerors who submit proposals determined to be reasonably susceptible of being selected for award; for the purpose of clarification to assure full understanding of, and responsiveness to, the solicitation requirement. Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussions and revision of proposals, and such revisions may be permitted after submissions and prior to award, for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing Offerors.

The University reserves the right to hold discussions with Offerors who have been found to be in the competitive range, such discussions may result in the University conducting Best & Final Offers.

20. Selection of Proposal

As described within the RFP, an Evaluation Committee will review and score offers submitted and make a recommendation for award. The selection will be for award to the responsible Offeror whose proposal is determined to be most advantageous to the University. The Purchasing Department, after review and approval of the evaluation committee's written recommendation, will notify all Offerors via a posting on the RMEPS website of the results of the RFP evaluation. The posting will be an announcement of the "Notice of Intent to Make an Award" will name the apparent successful Offeror.

21. Award of Contract

The award will be made to the responsive and responsible Offeror whose proposal, conforming to the RFP, will be the most advantageous to the University, price and other factors considered. A contract must be completed and signed by all parties concerned. In the event the parties are unable to enter into a contract, the University may elect to cancel the "Notice of Intent to Make an Award" letter and make the award to the next most responsible Offeror.

22. Acceptance of Proposal Content

The contents of the proposal (including persons specified to implement the project) of the successful Offeror will become contractual obligations if acquisition action ensues. Failure of the successful Offeror to accept these obligations in a contract may result in cancellation of the award and such Offeror may be removed from future solicitations. Under these conditions, the University reserves the right to enter into negotiations with the next ranking bidder on the same terms and conditions as set forth in the Request for Proposal.

23. Standard Contract

The successful bidder will enter into a contract with the University. The state contract contains certain required provisions for doing business with the state of Colorado, labeled "Special Provisions." The Special Provisions are required to be contained in every state contract without modification or exception. The Offeror shall include with its proposal a separate page entitled "Exceptions to Contract Terms," setting forth in detail all objections and exceptions it may have to any other terms and provisions contained in the special provisions, and failing such, shall be deemed to have accepted such terms and provisions. Failure to accept the University's standard contract provisions may result in cancellation of the award. The state contract, including the Special Provisions, is attached electronically as a separate PDF document.

24. RFP Cancellation

The University reserves the right to cancel this Request for Proposal at any time, without penalty.

25. Ownership of Contract Products/Services

Proposals, upon established opening time, become the property of the University. All products/services produced in response to the contract resulting from this RFP will be the sole property of the University unless otherwise noted in the RFP. The contents of the successful Offeror's proposal will become contractual obligations.

26. Incurring Costs

The University is not liable for any cost incurred by Offerors prior to issuance of a legally executed contract. No proprietary interest of any nature shall accrue until a contract is awarded and signed by all concerned parties.

27. Non-Discrimination

The Offeror shall comply with all applicable state and federal laws, rules and regulations involving non-discrimination on the basis of race, color, religion, national origin, age, or sex.

28. Rejection of Proposals

The University reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal or all items proposed if deemed in the best interest of the University.

29. Parent Company

If an Offeror is owned or controlled by a parent company, the main office address and parent company's tax identification number shall be provided in the proposal. The tax identification number provided must be that of the Offeror responding to the RFP.

30. News Releases

News releases pertaining to this RFP shall NOT be made prior to execution of the contract without prior written approval by the University.

31. Contract Cancellation

The University reserves the right to cancel, for cause, any contract resulting from this RFP by providing timely written notice to the offeror.

32. Certification of Independent Price Determination

- A. By submission of this proposal, each Offeror, and in the case of a joint proposal, each party thereto, certified as to its own organization, that, in connection with this procurement:
 1. 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;
 2. Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the Offeror and will not knowingly be disclosed by the Offeror prior to opening, directly or indirectly to any other Offeror or to any Competitor; and
 3. No attempt has been made or will be made by the Offeror 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 Vendor Signature Form of this proposal certified that:
 1. They are the person in the Offeror's organization responsible within that organization for the decision as to the prices being offered herein and that they have not participated, and will not participate, in any action contrary to (A)(1) through (A)(3) above; or
 2. They are not the person in the Offeror's organization responsible within that organization for the decision as to the prices being offered herein but that they have 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 (A)(1) through (A)(3) above, and as their agent does hereby so certify; and they have not participated, and will not participate, in any action contrary to (A)(1) through (A)(3) above.
- C. A proposal will not be considered for award where (A)(1), (A)(3), or (2) above has been deleted or modified. Where (A)(2) above has 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 their designee, determines that such disclosure was not made for the purpose of restricting competition.

33. Conflicts of Interest

The holding of public office or employment is a public trust. A public officer or employee whose conduct departs from their fiduciary duty is liable to the people of the state. Rules of conduct for public officers and state employees:

- A. Proof beyond a reasonable doubt of commission of any act enumerated in this section is proof that the actor has breached their fiduciary duty.
- B. A public officer or a state employee shall not:
 - 1. Engage in a substantial financial transaction for their private business purposes with a person whom they inspect, regulate, or supervise in the course of their official duties;
 - 2. Assist any person for a fee or other compensation in obtaining any contract, claim, license, or other economic benefit from their agency;
 - 3. Assist any person for a contingent fee in obtaining any contract, claim, license, or other economic benefit from any state agency, or
 - 4. Perform an official act directly and substantially affecting to its economic benefit a business or other undertaking in which they either have a substantial financial interest or is engaged as counsel, consultant, representative, or agent.
- C. A head of a principal department or a member of a quasi-judicial or rule-making agency may perform an official act notwithstanding paragraph (4) of subsection (B) of this section if their participation is necessary to the administration of a statute and if they comply with the voluntary disclosure procedures under CRS section 24-18-110.
- D. Paragraph (3) of subsection (B) of this section does not apply to a member of a board, commission, council, or committee if they comply with the voluntary disclosure procedures under CRS 24-18-110 and if they are not a full-time state employee. Reference CRS 24-18-108.

34. Taxes

Colorado Mesa University, as purchaser, is exempt from all federal excise taxes under Chapter 32 of the Internal Revenue Code Registration No. 84-6000546) and from all state government use taxes (Ref. Colorado Revised Statutes Chapter 39-26.114(a)). Our Colorado State Sales Tax Exemption Number is 98-03693. Seller is hereby notified that when materials are purchased in certain political subdivisions the seller 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.

35. Assignment and Delegation

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

36. Availability of Funds

Financial obligations of the University payable after the current fiscal year are contingent upon funds for that purpose being appropriated, budgeted, and otherwise made available. In the event funds are not appropriated, any resulting contract will become null and void, without penalty to the University and the state of Colorado.

37. Bid Bonds/Security

If the RFP so states, a bid security in an amount equal to 5% of your proposal shall be furnished if your proposal exceeds \$50,000. If the specifications so state, it may be required for projects of less than \$50,000. Not required for this Bid.

38. Contractor's Performance Bond

Not required for this Solicitation.

39. Standard Insurance Requirements

- A. The Offeror shall obtain, and maintain at all times during the term of this contract, insurance in the following kinds and amounts:

1. Workers' Compensation Insurance as required by state statute, and Employer's Liability Insurance covering all of offeror's employees acting within the course and scope of their employment.
 2. Commercial General Liability Insurance written on ISO occurrence form CG 00 01 10/93 or equivalent, covering premises operations, fire damage, independent offerors, products and completed operations, blanket contractual liability, personal injury, and advertising liability with minimum limits as follows:
 - i. \$1,000,000 each occurrence;
 - ii. \$2,000,000 general aggregate;
 - iii. \$2,000,000 products and completed operations aggregate; and
 - iv. \$50,000 any one fire.
 3. Automobile Liability Insurance covering any auto (including owned, hired, and non-owned autos) with a minimum limit as follows: \$1,000,000 each accident combined single limit.
- B. Colorado Mesa University shall be named as additional insured on the Commercial General Liability and Automobile Liability Insurance policies (leases and construction contracts will require the additional insured coverage for completed operations on endorsements CG 2010 11/85, CG 2037, or equivalent). Coverage required of the contract will be primary over any insurance or self-insurance program carried by the University.
 - C. The Insurance shall include provisions preventing cancellation or non-renewal without at least 30 days prior notice to the University.
 - D. The offeror will require all insurance policies in any way related to the contract and secured and maintained by the offeror to include clauses stating that each carrier will waive all rights of recovery, under subrogation or otherwise, against the University, its agencies, institutions, organizations, officers, agents, employees, and volunteers.
 - E. All policies evidencing the insurance coverages required hereunder shall be issued by insurance companies satisfactory to the University.
 - F. The offeror shall provide certificates showing insurance coverage required by this contract to the University within seven business days of the effective date of the contract, but in no event later than the commencement of the services or delivery of the goods under the contract. No later than 15 days prior to the expiration date of any such coverage, the offeror shall deliver the state certificates of insurance evidencing renewals thereof. At any time during the term of this contract, the University may request in writing, and the offeror shall thereupon within 10 days supply to the University, evidence satisfactory to the University of compliance with the provisions of this section.
 - G. Notwithstanding subsection A of this section, if the offeror is a "public entity" within the meaning of the Colorado Governmental Immunity Act CRS 24-10-101, et seq., as amended ("Act"), the offeror shall at all times during the term of this contract maintain only such liability insurance, by commercial policy or self-insurance, as is necessary to meet its liabilities under the Act. Upon request by the University, the contractor shall show proof of such insurance satisfactory to the University.

40. Independent Contractor Clause

All personal service contracts must contain the following clause:

"The contractor shall perform its duties hereunder as an independent contractor and not as an employee. Neither the contractor nor any agent or employee of the contractor shall be or shall be deemed to be an agent or employee of the state. Contractor shall pay when due all required employment taxes and income tax withholding, shall provide and keep in force worker's compensation (and show proof of such insurance) and unemployment compensation insurance in the amounts required by law, and shall be solely responsible for the acts of the contractor, its employees and agents."

41. Indemnification

To the extent authorized by law, the contractor shall indemnify, save and hold harmless the University, its employees and agents, against any and all claims, damages, liability and court awards including costs, expenses, and attorney fees incurred as a result of any act or omission by the contractor or its employees, agents, subcontractors, or assignees pursuant to the terms of the contract resulting from this RFP.

42. Venue

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

Section 2: Background, Overview, and Goals

Project Overview

With this solicitation the University will select a qualified vendor to provide a Campus Service Desk Solution (“Solution”) for Colorado Mesa University (CMU) to include software, implementation services, and support. The University currently uses two help desk or service desk applications. Information Technology uses Web Help Desk software by Solar Winds and Facility Services utilizes MaintenanceDirect by Brightly (formerly School Dude). With this solicitation CMU looks to modernize its service desk applications with the implementation of a service desk software-as-a-service (SaaS) application. As part of the Campus Service Desk modernization project, CMU looks to deliver a holistic approach to Information Technology Service Management (ITSM) and Facilities Services computerized maintenance management system (CMMS) with a comprehensive application that is intuitive for end users and with the latest technology such as Artificial Intelligence (AI). It is imperative that the Solution provide the necessary APIs to maintain current and future integrations with onboarding, technology, asset management, and inventory systems.

Institutional Background

CMU serves a 14-county region in Western Colorado and operates three campuses. The Main and CMU-Tech campuses are in Grand Junction with a third campus in Montrose. The University’s student unduplicated headcount for 2023-2024 was 10,157 and student enrollment for fall 2024 is approximately 8,000 Student FTE. The University currently employs approximately 1,100 full-time and part-time faculty and staff.

Information Technology:

CMU’s Division of Information Technology (IT) provides computer support services, data center infrastructure, telecommunications, instructional technology/classroom systems, networking, and information security for the University. IT supports 247 technology-enhanced classrooms, almost 300 desktop applications and 90 enterprise applications, over 3,000 desktop computers including 1,490 stations in 78 computer labs, and 1,200 wireless access points supported by a robust data network. At present, CMU has 50 technician licenses that cover IT and Distance Education staff.

The University has been using Solar Winds Web Help Desk since 2003 and over the past 5 years has resolved 11,650 help desk tickets per year on average. IT has augmented Web Help Desk with a homegrown knowledgebase for technicians and has developed several data integrations such as CMU’s network device registration database and Aruba ClearPass Network Access Control appliance (see appendix A for more information). IT looks to implement and improve service relationships and how IT provisions services to ensure access to technology, deliver support, and best manage resources. IT’s goal is to deliver a holistic approach to Information Technology Service Management (ITSM) through innovation and the University’s shared values to effectively support students, faculty, and staff. Information Technology is excited about

the potential of modern application and the ability to dynamically identify and support new use cases and analysis through artificial intelligence.

Facilities Services (FS):

The Colorado Mesa University Facilities Services department maintains approximately 3 million square feet of building space, on 300 acres of land. Over the last decade, the University has experienced a phase of rapid growth, both physically and in terms of student population. Continued increases are expected in campus population, number and size of buildings, and in acquisitions. To this end, the University Facilities Services department seeks to modernize the current maintenance request system and prepare for future campus development and technological integrations.

The University has utilized MaintenanceDirect for nearly two decades to manage maintenance work requests, preventative maintenance, equipment usage, and inventory. The product has been extended with external web forms and workflows to address end user requests. The University seeks to improve engagement with Facilities Services among all campus stakeholders to improve operational efficiency and support infrastructure longevity. Facilities Services' objective is to obtain a robust computerized maintenance management system (CMMS)—as a component of the broader University service desk solution—which will streamline maintenance request processes, preventative maintenance scheduling, equipment usage and maintenance tracking, building inventory and data tracking, and small tool and supply inventory management. A mobile-friendly solution is critical to both users and technicians, where all stakeholders are able to access the CMMS via smartphone, tablet, or desktop.

Technology Environment:

Information regarding the University's technology environment is provided in Appendix A to assist the Offeror with their response to the following Statement of Work, provide information on how the Solution(s) may integrate with relevant University systems, and provide accurate cost to implement the proposed solution based on the University's requirements and objectives.

RFP Objectives:

The University seeks a vendor that will collaborate with the institution to modernize the delivering of campus help desk services that supports business outcomes, the University's strategic plan and addresses the following objectives:

- **Improve the User Experience.** The University is interested in streamlining workflows and improving the user interface to make its service desk applications more intuitive, easy to use, and more accessible for students, faculty, and staff. This includes empowering end user self-service capabilities and improving communication with service desk users.
- **Increase Operational Productivity.** CMU understands the importance of automating—including automation using Artificial Intelligence (AI)—routine tasks such as service request categorization, assignment, and routing; using AI in the development of knowledge bases; and improving service request resolution times; An objective is to allow service staff to focus on more complex issues and proactively identify and resolve issues before they escalate.
- **Advance Decision Making.** CMU looks to leverage advanced analytics to gain insights into service trends, performance metrics, and user satisfaction, which can inform strategic decisions and continuous improvement.
- **Leverage Software as a Service Applications.** The University seeks to implement a modern Software as a Service application that can be a university-wide service desk solution; improve the reliability and agility of its service

applications inherent with cloud-delivered software; and stay up to date with new features and releases at a faster rate to keep pace with advancements in technology such as AI.

By focusing on these objectives, CMU believes it can significantly enhance the quality and responsiveness of campus service desks, leading to a better overall experience for users and more efficient operations. Meeting these objectives will require a vendor partnership with a true commitment to product implementation and ongoing support.

Section 3: Statement of Work

Offeror's Response Format

Offeror's response format shall be structured to respond to each item listed in this section for their respective Solution. Responses should be prepared to bring clarity to the Offeror's proposal and subsequent evaluation process, simply and economically, in a straight-forward and concise manner to fully describe the Offeror's ability to meet the requirements and objectives of the RFP. Each vendor response will be evaluated for the following:

Vendor Qualifications

Campus Service Desk Solution

- Solution Architecture
- Solution Capabilities
 - University-wide Service Desk
 - ITSM Requirements
 - CMMS Requirements
- Systems Integration and Access Management
- Digital Accessibility

Implementation and Support

Price Proposal

1. Vendor Qualifications

The Offeror must have direct experience providing campus service desk solutions. Offeror shall provide documentation illustrating the company as an established Campus Service Desk Solution provider for both IT and FS applications with higher education experience, and adequate resources and personnel to perform the work as identified in this Statement of Work.

The Offeror must demonstrate a satisfactory record of performance and financial stability. The following must be included in the Offeror's response:

- Provide an illustrative narrative that defines the qualifications that uniquely position the Offeror as a partner for the University including but not limited to customer base, years in business, and the number of professional staff employed.
- Identify the account representative and key customer service staff that would be assigned to the University if the Offeror is selected.

- Provide the resumes of project management and technical team members that will be assigned to the University for implementation of the Solution.
- Provide history and references of at least three (3) clients, highlighting any higher education customers that currently use the proposed solution(s) or services. Provide the organization/institution's name, contact name, position title, address, telephone number, email address, and a description of product and services provided.
- Is your company currently for sale or involved in any transaction to expand or become acquired by another business entity? If yes, explain the impact to the organizational and operational structure of your existing company.
- Provide any details of past or impending litigation or claims filed against your company that would negatively impact your company's performance under an agreement with the University.
- Is your company currently in default of any loan or financing agreement with any bank, financial institution, or other entity? If so, specify the dates, details, circumstances, and prospects for resolution.
- Describe your company's approach to collecting information and understanding the University's current ITSM and CMMS environments and project objectives.
- Describe your company's approach to identifying and staying on top of emerging technology trends in the field of campus service desk solutions.
- Offeror is asked to list any additional information in this section, not requested as part of this solicitation, which the Offeror believes should be considered in the evaluation of a response.

2. Campus Service Desk Solution

Solution Architecture

The University takes a cloud-first approach to delivering applications. The Offeror must provide a detailed description of the proposed Solution's system architecture to allow the University to fully understand how the solution meets the University's requirements as well as determine the overall cost of the solution. Because vendors define software license structures and delivery methods differently, the following questions will be used to help the University fully understand the Offeror's software license/subscription options and system architecture for the proposed Solution. For this section and throughout the RFP, "Cloud" is a general description for a cloud-based delivery method or software-as-a-service (SaaS) installation. It is the responsibility of the Offeror to provide a clear explanation of its Solution Architecture and communicate in this section any third-party software or services the University will be required to purchase outside the scope of this RFP solicitation.

- Describe the system architecture of the proposed Solution. Include a high-level diagram with narrative description. The description of the Solution's system architecture must be consistent with the Offeror's license/subscription fee structure provided in the Pricing Proposal. Include information on specific Cloud platforms the Solution supports or if the Solution is a cloud-agnostic architecture. Furthermore, the Offeror is responsible for identifying and communicating to the University any third-party software or services the University will be required to purchase outside the scope of this RFP solicitation, including the name and supported product version.

- What percentage of Offeror's clients utilize the system architecture/delivery method as proposed?
- Provide information regarding Cloud compute, storage, and bandwidth resource capacities to be provided with the Cloud service by the Offeror. All cost metrics must be included in the Pricing Proposal section.
- As the University migrates its service desk applications to a software-as-a-service (SaaS) platform, describe your company's approach to system integrations (batch file, API, etc.) as well as performing data conversions from the University existing application databases. Include your company's approach to identifying which historical data elements would be migrated to the proposed Solution.
- Describe the technical security measures that are in place to protect University data including whether the University environment will have a separate database or whether the University's data will be stored in a multi-tenant environment. Provide a detailed description of how customer data and content is segregated from other customers.
- Will any University data be stored outside of the continental United States? If yes, explain.
- Describe the company's policies and processes that are in place to safeguard its customer's data. What measures are in place to ensure University data is not shared with other companies or employees of the service provider and data remains confidential to the University only?
- Describe how the Offeror provides business continuity and disaster recovery capabilities and /or Cloud resiliency for the proposed Solution. What is the frequency of data/system backups? How are data/system restores handled?
- Is a test environment for the Solution provided/available for testing system integrations and software upgrades on a continuous basis? If so, please provide any additional costs for a test environment in the Pricing Proposal section.

Solution Capabilities.

The Offeror must demonstrate with their response that the proposed Solution can provide the capabilities necessary to deliver the University's objectives. The following requests/questions will be used to gauge the functionality of the Offeror's Solution and to determine if the proposed Solution meets the University's necessary requirements. It is not the intent of the University to use the following questions to fully understand the proposed Solution's feature set or how to use the proposed Solutions, but this section is to be used to gain a general understanding of the solution's functionality/capabilities. It is the Offeror's responsibility to include information about their solution and bring forward the features of their own product that they would like the University to consider or that they feel sets their solution apart.

University-wide Service Desk

The University is interested in a Campus Service Desk Solution that includes advanced capabilities and enables CMU to adopt a university-wide service desk application.

- Provide a general overview of the proposed Solution's capabilities to provide a campus service desk application for ITSM and CMMS university wide. Describe how the Solution can support multiple service areas and be configured to meet each area's unique requirements.

- Does your solution have a way to keep IT data separate from FS data in terms of ticketing and asset records?
- Describe how the Offeror's Solution differentiates itself from other service desk solutions on the market.
- The University is interested in a Solution that is easy for employees and end users to access, communicate and/or request service, and collaborate. Describe the communication channels/features (chat, email, etc.) provided with the Solution and how they enhance the user experience.
- Does the Solution integrate with unified communication platforms such as Microsoft Teams to share information between technicians/tradespersons and end users in real time and resolve service issues faster?
- Does the Solution have the ability to communicate to personal or external organization email addresses within ticket requests?
- Describe how the Solution works with user accounts. Is there synchronization between Active Directory, for example?
- Describe how the Solution supports communication to users or user groups via email and other modes on service request submissions and update notifications. For example, if multiple requests are submitted for a maintenance issue in a building, technician/tradesperson are notified via push notification.
- Describe your company's approach to offering a mobile interface. Is the Solution mobile responsive to work on a variety of screen sizes and devices and/or does it have a native app (include what mobile operating systems are supported)? What limitations, if any, are there working on a mobile device?
- Is there a separate mobile interface or native app for technicians/tradesperson and end-user?
- The University is interested in providing campus constituents with an easy, fast way to take a pic and submit a service request. Describe how the Solution provides this type of or similar capability.
- Does the Solution allow for service request forms and inventory/ asset record forms to be customized to fit more information on a screen to reduce scrolling? Can fields that are not used be hidden from view?
- Does the proposed solution require software or a plugin to be installed? What browsers and versions are supported by the proposed solution?
- Does the Solution autosave data entered into service request forms and inventory/ asset record form? Is copying/pasting data into ticket and asset records supported? Does the Solution have an 'autotext' feature for comments/notes fields?
- Does the Solution support attaching files to service requests, maintenance items, and inventories/asset records? Please be specific about the following file types: images, videos, and documents. Are there any file size limitations for each file type, please provide.
- Does the Solution provide the ability to playback video files from the service request or inventories/asset record? Is there a 'quick look view' for attachments?

- Does the Solution support inserting screenshots into various fields?
- Describe the Solutions capabilities to perform bulk actions on service requests and inventory / asset records. For example, can a field value be set for a group of 150 asset records all at once? Or, can the status, request type, and assignment be updated at once for a warranty issue first reported as 85 maintenance requests?
- Describe the Solutions capabilities regarding automating workflows. For example, with ITSM the ability to route systems access request to supervisor or approving official. For CMMS the ability to route a building open time change request to department head or building proctor for approval.
- Describe the Solutions capabilities regarding Knowledge Base. Can the knowledge base topics and contents be customized for each service desk and/or user role? Can knowledge base information display differently for technicians, tradespersons, and end users?
- Maintaining IT and FS equipment inventories is important to the University. Describe the capabilities of the Solution to store, display, and manage assets and equipment.
- Does the Solution allow custom or university-defined data fields for customer responses, tracking, and reporting? Are all fields searchable? Is there a dynamic search ability for all fields in tickets and assets so that upon entering a value into a field, a short list of potential results is generated to select from?
- Does the solution support technician/tradesperson only fields? Does the solution support technician only service requests? Can a request be transferred to a third-party vendor? For example, can a pest control request be assigned to Orkin?
- Upon service request escalation, does the Solution maintain initial technician visibility of a ticket?
- Does the Solution have the capability to categorize requests by campus, building, space, trade/craft, request type, and priority; are custom categories possible?
- Can an instructional graphic be displayed on the request form, where the user inputs information specific to the issue? For example, the user selects “electrical” and a diagram of resetting a breaker appears?
- Can the Solution pre-fill building/location data per username and profile information?
- Collect detailed information regarding request including name, phone number, email address, building, room, space type (bathroom, kitchen, hallway, etc.)
- Does the Solution have the capability for all tradesperson /technician assigned to a given craft/ technician group to see all tickets within that work unit?
- Describe how the Solution maintains service request and inventory/asset record history. Does the Solution maintain ticket and/or asset record history when a user account is disabled or deleted?
- Describe the Solutions dashboard and reporting capabilities. Can dashboards be customized for departments and user roles (managers, custodial supervisors, computer technicians, tradesperson, etc.)? For example, can

dashboards be customized to include service/ maintenance requests or display preventative maintenance tasks / schedule service events only?

- Can reports be generated in real-time with graphics or does a third-party reporting and/or business intelligence tool have to be used for generating reports and analysis?
- Describe how the Solutions dashboards/reporting capabilities include identifying service request / report trends (service department). Does the Solution provide a public facing dashboard or ability to report of system/equipment /building downtime?
- What standard reports are delivered with the Solution? Please provide a list of standard reports. Can the University create and save custom and/or ad hoc reports? Can reports be scheduled to run and be distributed?
- What data export formats does the Solution support?
- Describe the Solutions ability to pull analytics, patterns or trends for analysis. Describe how this information is tracked and available for audit purposes.
- Describe the Offeror's support for connecting third-party BI and data visualization tools to the Solution?
- Are there any other features or capabilities of the proposed solution related to reporting and analytics that the Offeror feels would be beneficial for the University? Please use this section to include information not addressed in above responses.
- Does the Offeror's Solution support AI to streamline the user experience and/or make the service desk application more intuitive and accessible for students, faculty and staff?
- Describe how the Solution uses AI, or other technologies, to empower users with self-service capabilities such as knowledge bases, automated ticketing, and chatbot support, reducing the need for direct interaction with staff.
- Does the Solution have the ability to import existing tickets to aid in the AI's ability to resolve tickets more quickly based upon past solutions? How does this work, and how granular can it be so that it only imports the 'wheat', not the 'chaff'?
- Does the Solution use AI to automatically identify trends in service requests, proactively resolve issues and/or generate key insights such as performance metrics and user satisfaction, to inform strategic decisions, and continuous improvement?
- Describe how the Solution assists service departments with automating routine tasks such as ticket categorization, routing, and follow-ups, allowing staff to work on more complex and productive tasks.
- Are there any other AI system features or capabilities of the proposed Solution that the Offeror feels would be beneficial for the University? Please use this section to include information not addressed in the above responses.

- Are there any other system features or capabilities of the proposed Solution that the Offeror feels would be beneficial for the University? Please use this section to include information not addressed in the above responses.

ITSM Requirements

The University is interested in a Solution that can provide the necessary ITSM capabilities:

- Does the Solution have the capability to import inventory / asset records in batches?
- Does the Solution have the capability to scan computers on the network to record hardware/software information for each asset?
- Is a remote desktop integrated into the ticketing and/or asset tool? Can the Solution work with 3rd party remote tools, such as Microsoft Endpoint Manager? Can the Solution remote desktop to Apple computers?
- Does the proposed Solution support the creation and printing of customizable asset tag printing for asset records?
- Does the Solution offer any features for software license tracking? Ability to assign software to computer objects? Attach supporting documents, receipts, license info? Upload installers to a software asset? Generate reports of overall software utilization.
- Can the Solution perform conditional check for users submitting tickets? For example, if a user's account is flagged as confidential, could ticket submission by the user cause a notice to appear directing them to physically visit the Technology Help Desk in person to resolve their issue?
- Are there any other ITSM features or capabilities of the proposed Solution that the Offeror feels would be beneficial for the University? Please use this section to include information not addressed in above responses.

CMMS Requirements

Facilities Services is interested in a Solution which can provide the following or similar capabilities, including but not limited to the functionality discussed in the ITSM section above:

- Does the Solution have the ability to track time with each maintenance request, with start/stop functions? For example, the ability to track cost, labor hours, material, and assets.
- Does the Solution have the capability for a Super User to emulate other user types for the purposes of technical support and training?
- Discuss capabilities related to Energy Management, including utility bill tracking, real-time metering, cost/use analysis and reporting, data sharing with ESTAR Portfolio Manager, and tracking energy saving initiatives.
- FS asset management specific to building and grounds. Please describe the Solutions capabilities for the following areas:
 - Preventative Maintenance
 - Calendar display of scheduled maintenance tasks

- Built-in checklists for routine, craft specific tasks, e.g. cleaning a classroom, white glove room check prior to resident move-in
 - Capable of tracking specific assets and associated data including attributes, work order history, condition assessment history, inspection history, cost of asset maintenance, and asset life cycles, e.g. audit all furniture in a building.
 - Equipment Tracking & Maintenance
 - Discuss Solution process for tagging, tracking, and managing equipment
 - Small Tool & Supply Inventory
 - Discuss Solution process for tagging, tracking, and managing small tool inventory, checkout, resupply goods, etc.
 - Track buildings, properties, and locations by funding source (state, auxiliary, etc.), cost center, and service requests
 - Building Inventory & History
 - Track building acquisition, remodeling, demolition, square footage, etc.
- Are there any other CMMS features or capabilities of the proposed Solution that the Offeror feels would be beneficial for the University? Please use this section to include information not addressed in above responses.

Systems Integrations and Access Management

The University is interested in a Solution that can provide the necessary systems integration and access management and integrations.

- Describe the Solution's overall identity and access management capabilities. Does the proposed solution support SAML for single sign-on authentication?
- What options are available for controlling role-based access for authorized end-users (technician, craft, management, students, etc.) and public? Is there a web service API that allows automation of role-based access?
- Describe how granular access can be controlled for department users (IT, FS, Distance Education/ Instructional Designers, etc.) to forms, data fields, and functionality?
- Describe the Solutions' audit trail capabilities regarding user transactions, failed logon attempts, and protection of the logs against modification and unauthorized use, and any other business over-ride or events.
- Describe the Solution's capabilities for integrating with other CMU applications (batch, flat-file, API, etc.).
- We scan our current asset database every 5 minutes for network-related changes to propagate to our DHCP server (device name, ethernet address and network group). What capabilities does the Solution have to push/publish all network-related asset changes (add, modify, delete) to other systems? We need a way to programmatically access asset fields, as well as add/update IP information to asset records. Describe how this would work with your Solution.

- With regard to ticketing, does the Solution provide for creating and updating tickets via the API? We rely on this for many different processes, such as check-ins which generate multiple tickets. We also use the API to track assets, including relying on assigned assets to determine who needs an A5 Microsoft license.
- Additionally, we rely on past tickets to audit account changes and security changes over time. We can follow a person's account from check-in to check-out, along with all the requests to update their network and file share access, change names, change departments, rights to email accounts, etc. Does your Solution have a more elegant way to track these types of changes?
- Describe capabilities related to Geographic Information System (GIS), including campus planning and building mapping, real-time hot spot analysis and display, and geometric network mapping for meters.
- Describe capabilities related to building scheduling and ability to integrate the Solution to existing space scheduling applications (25Live—Academic Classrooms and Event Space) and calendars (Outlook), etc.
- Are there any other system integration and access management capabilities of the proposed Solution that the Offeror feels would be beneficial for the University? Please use this section to include information not addressed in above responses.

Digital Accessibility

The University has adopted the WCGA 2.1 Level AA Guidelines for accessibility of digital content as per State of Colorado's Office of Information Technology's (OIT's) Technology Accessibility Rules and would like to understand the following:

- Does the Offeror's solution meet Section 508 U.S. Rehabilitation Act of 1973, as amended, and Web Content Accessibility Guidelines (WCAG)?
- What WCGA guidelines does the Offeror's solution currently meet at the time of this RFP response? And what future enhancements are on the Offeror's horizon to improve digital accessibility for end users?
- Can the Offeror provide Voluntary Product Accessibility Template (VPAT) and/or Accessibility Conformance Report (ACR) documenting how the proposed solution meets digital accessibility standards for end users.
- What practices are employed by the Offeror to ensure its solutions meets the highest WCGA standards moving forward? Include how accessibility standard conformance and company policy issues identified are addressed within your organization.

Implementation and Support

The Offeror must demonstrate to the University a proven track record of successful implementations of the proposed Solution with their response. CMU has a target go live timeline for Spring 2025. Further, the University is looking for a vendor that will provide excellent customer support for the implementation phase of the project as well as throughout the duration of the contract. The following requests/questions will be used to fully understand the Offeror's recommended approach for a successful implementation, including time to train staff on use of the system, and to understand support options for the duration of the contract.

- Describe your company's recommended approach for a successful implementation. Please include a sample implementation plan with delivery schedule/timeline of key tasks and identifying roles and responsibilities— Offeror versus University resources.
- Provide information about the implementation team that will be assigned to the University under this proposal. Include resumes of key technical team and project managers to be assigned to the project. If not possible to identify specific individuals at this time, please provide information on the number of individuals, position titles, and key responsibilities.
- Describe the Offeror's recommended approach for training technicians and employees on how to use the Solution? Please include details on the number of training hours provided (onsite and/or remote) with this response and what training materials will be provided to the University both in the initial stages of adoption and over the long term.
- Describe the type of user documentation and training materials to be provided with the proposed solution, such as help manuals, contextual help for user screens, tutorials, and online resources that are available to assist both technical and business staff. Provide information on the electronic formats that this information will be provided. Does the Offeror provide full end-user documentation in an accessible format?
- Does the Solution offer Spanish-language versions of user documentation and training materials?
- After the implementation phase and initial training is performed, how is ongoing support/training handled? Is employee/technician-direct training available?
- The University is interested in evaluating Service Level Agreement (SLA) options. What service availability guarantees are offered? Please describe and provide a copy of SLA options you are proposing.
- Describe how scheduled and unplanned maintenance and downtime notifications are communicated.
- What is the frequency for major software releases? Describe the process in detail of how major software release upgrades are communicated, scheduled, and coordinated.
- Indicate whether a "sandbox" environment or trial license is available during the proposal selection process and for user training.
- Describe system administration/management tools provided to monitor system performance, storage utilization, bandwidth utilization and account administration. What technical/support documentation is available and in what format?
- Describe the Offeror's approach to supporting ongoing enhancements of the proposed Solution? Are there any planned enhancements that the Offeror feels the University should know about while evaluating this proposal?
- Are there any other support or service options or for the proposed solution that the Offeror feels would be beneficial for the University? Please use this section to include information not addressed in above responses.

3. Pricing Proposal

An evaluation criterion is the overall cost of the Solution. In addition to software license/subscription costs, cost considerations will be made for hardware/software/services, implementation services, and ongoing maintenance and support.

The successful Offeror will enter into a State of Colorado contract with the University which has an initial one (1) year period with the option to renew for an additional four (4) years (a State of Colorado model contract is attached separately). Detailed pricing must be provided in the bid response which will allow the University to determine the total acquisition cost over a five (5) year contract.

Offeror's response must provide detailed pricing in the format provided below; do not provide cost as a lump sum. All pricing is to be FOB Destination, Net: 30 days upon invoicing.

Software License/Subscription/Service Fees

- Itemize what is included in the base package of the Solution and the pricing for this base package, including base compute, storage, and bandwidth use fees. Provide menu pricing for all applications and /or modules for determination of implementation within the available budget. All additional modules will be priced for possible future acquisition.
- Any annual licensing, subscription fees, Cloud service fees, third-party service/Cloud platform fees, and support fees shall be provided in detail. Price should be expressed as a fixed annual rate where possible. Annual and support costs shall remain firm as quoted for the contract term.
- Provide detailed pricing for cloud service costs that may fluctuate such as compute, storage, bandwidth fees.

Implementation, Integration and Training Fees

- All personnel costs shall be identified for these services. Pricing shall be the price per day for services if provided; service days shall be the Offeror's proposal of total days required for completion of each service. The sum of cost for each service shall be equal the total proposal days for each service. These costs are required even if you are proposing a fixed fee amount for specific task.

Section 4: Offeror's Response Format

The structure provided in the **Section 2: Statement of Work** shall be used in developing Offeror's response format. Restating the question and providing detailed response in addition to narrative is the preferred format.

Pricing proposals shall use a grid template or Excel document that provides the 1) pricing component, 2) the associated price and the 3) year incurred and 4) one-time costs as the preferred format [Sample pricing structure provided in Appendix B].

Section 5: Evaluation Process and Criteria

1. Evaluation Process

All proposals submitted in response to this RFP will be reviewed for responsiveness prior to referral to the evaluation committee. Each response will be scored by each member of the Evaluation Committee in each of the following areas outlined in Section 4, Offeror's Response Format and each area will be rated on a scale from 1-10 with 10 being the highest rating and 1 being the lowest rating. The specifications within the RFP represent the minimum performance necessary for response. Failure of the Offeror to provide any information requested in the RFP may result in disqualification of the proposal.

The University will request product demonstrations of Solutions that meet the University's minimum requirements. It will be at this time that the Offeror will be given an opportunity to showcase their solution.

2. Evaluation Criteria

1. Vendor qualifications. The Offeror has proven experience and ability to deliver a complete Campus Service Desk Solution. **(15%)**
2. The Solution Architecture as proposed is complete regarding the goals and requirements specified in the RFP and demonstrates the ability to provide the University with reliable and secure Campus Service Desk Solution. **(15%)**
3. Solution Capabilities. The Campus Service Desk Solution is a complete solution that meets or exceeds all required system capabilities and goals as outlined in the RFP, and the Offerors approach can deliver a university-wide Campus Service Desk Solution **(30%)**
4. Implementation and Support. The Offeror demonstrates a sound and tested approach to implementing the Campus Service Desk Solution, training users, and has a proven track record of good customer service and ongoing support. **(15%)**
5. The Offeror's overall Pricing Proposal—acquisition and ongoing support—over the entire contract period. **(25%)**

While a numerical rating system may be used to assist the evaluation committee in selecting the competitive range (if necessary) and making the award decision, the award decision ultimately is a business judgment that will reflect an integrated assessment of the relative merits of the proposals using the factors and any relative weights if established.

3. Basis of Award

The technical factors will be assessed based on the soundness of the Offeror's approach and understanding of the requirements. The experience and/or demonstrated capabilities factor will be assessed by considering the extent to which the qualifications, experience, and past performance are likely to foster successful, on-time performance. Assessments include a judgment concerning the potential risk of unsuccessful or untimely performance and the anticipated amount of University involvement necessary to ensure timely, successful performance. The selection is ultimately a business judgment that will reflect an integrated assessment of the relative merits of proposals using the factors identified above. The University reserves the right to reject any (or all) proposal(s) that pose in the

judgment of the University, unacceptable risks of unsuccessful or untimely performance, unacceptable University resource requirements, or costs exceeding the budget constraints.

Failure of the Offeror to provide any information requested in the RFP may result in disqualification of the proposal and shall be the responsibility of the Offeror.

Section 6: Required Submittals

- All items as requested in the RFP document as outlined in Sections 2 & 3.
- Vendor signature form

**VENDOR SIGNATURE FORM
CMU 2817
Campus Service Desk Solution**

Proposals Due: October 9, 2024 Time: 11:00 am MST

Bids will be accepted electronically through the Rocky Mountain ePurchasing System (RMEPS) website at <https://www.rockymountainbidsystem.com>. The RMEPS website offers both free and paid registration options that allow for full access of the solicitation documents and for electronic submission of proposals. [Note: Free registration on the site may take up to 24 hours to process; plan registration to allow time for on-time bid submission.] Colorado Mesa University does not have access or control of the vendor side of the RMEPS website, contact RMEPS directly to resolve any issues encountered prior to response deadline (800) 835-4603.

The Offeror herein noted has carefully examined all components, instructions and requirements of this RFP and proposes to furnish the services described herein. The undersigned hereby agrees to provide a Campus Service Desk Solution on behalf of Colorado Mesa University in accordance with the specifications, requirements, terms, and conditions contained herein for the rates quoted. The undersigned certifies that all representations, certifications, and statements within its proposal are true and accurate as of the date of the proposal submission. The person signing this Vendor Signature Form certifies that they are a duly authorized officer for the Offeror, and that the information and any materials enclosed with this proposal represent the capability of the company to provide the services described in the quote.

This Vendor Signature Form page **MUST** be signed for proposal to be valid.

COMPLETE THE FOLLOWING:

Federal Employer ID No. _____ Date: _____

Company Name: _____

Authorized Signature: _____

Typed/Printed Name: _____

Title: _____

Address: _____

City/State/Zip: _____

Phone No.: _____

Contact for Clarifications: _____

Name: _____

Title: _____

Phone No.: _____

Email: _____

Offeror Acknowledges Receipt of Addendum No. _____, _____, _____, _____ (Addendums MUST be acknowledged)

Appendix A: The University's Technology Environment

The following information regarding the University's technology environment is provided to assist the Offeror with their response to the following statement of work, provide information on how the Solution(s) may integrate with relevant University systems, and provide accurate cost to implement the proposed solution based on University requirements.

The University uses Microsoft Active Directory/Azure Active Directory (Entra), Central Authentication Service (CAS), and Secure Assertion Markup Language (SAML) for authentication connectors and single sign-on to in-house and third-party on-premises and cloud-based applications. CMU is a member of InCommon/SAML and InCommon is the University's preferred authentication method.

CMU has a custom identity management system, CMU-IDM, that consumes system of record or "master data" sources, populates Active Directory (AD), and manages role-based access to systems as well as synchronizes specific master data records such as username, email address, department, titles, etc. between applications.

The University utilizes 25Live for its campus event and class scheduling software.

CMU uses Soft Docs, e-forms and workflow software, and Microsoft Forms to augment work order request processing. Soft Docs forms are also currently used for CMU's check-in process for employee onboarding.

The University uses HPE/Aruba ClearPass security access control software to manage network-attached clients (computers, mobile devices, etc.) and assign security access control policies. ClearPass accesses a network device registration DHCP database to identify authorized wired and wireless clients owned by the University. Currently, CMU has a develop workflow to add CMU-owned clients from Web Help Desk to the DHCP database.

Reporting, analytical, and visualization tools used: IBM Cognos, IBM SPSS, Tableau, and PowerBI.

The technology environment information is provided so that the vendor can describe how the proposed solution can be integrated with or otherwise augment the normal daily use of enterprise information system. Configurations proposed must not degrade, obstruct, or negatively impact the current or expected functionality of the communications networks, hardware, and software. Vendors whose proposals include elements/limitations which would impact any component of this existing system, i.e., hardware, software, or communications network, must specifically state the consequences of that impact. CMU reserves the right to eliminate vendors from consideration based upon their failure to comply with this requirement.

Appendix B: Pricing Format Structure [Sample]

		Offeror Name					
Commodity Description		<u>One Time</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>
		<u>Costs</u>					
Professional Services							
<u>Services</u>		\$	\$	\$	\$	\$	\$
		\$	\$	\$	\$	\$	\$
		\$	\$	\$	\$	\$	\$
Software							
<u>Licensing</u>		\$	\$	\$	\$	\$	\$
		\$	\$	\$	\$	\$	\$
		\$	\$	\$	\$	\$	\$
<u>Annual Hosting Fee</u>		\$	\$	\$	\$	\$	\$
		\$	\$	\$	\$	\$	\$
		\$	\$	\$	\$	\$	\$
Solution Total							
		\$	\$	\$	\$	\$	\$
		\$	\$	\$	\$	\$	\$
		\$	\$	\$	\$	\$	\$
		\$	\$	\$	\$	\$	\$