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**CITY OF GREELEY  
Purchasing**

**Request for Proposal  
RFP #F24-10-094**

**Golf Course Management System**

**for**

**Information Technology Department & Culture, Parks &  
Recreation Department**

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**REQUEST FOR PROPOSAL (RFP)**  
**RFP #F24-10-094**

Procurement Contact: Alec Keiser  
Email Address: Purchasing@greeleygov.com  
Telephone Number: 970-336-4246

**Proposals must be received no later than the date indicated in the Schedule of Events below.**

*Proposals received after this date and time will not be considered for award.*

**ONLY ELECTRONIC RFP RESPONSES WILL BE ACCEPTED DURING THE COVID-19 EVENT**

Email your RFP Response to [purchasing@greeleygov.com](mailto:purchasing@greeleygov.com). Only emails sent to purchasing@greeleygov.com will be considered as responsive to the request for proposals. **DO NOT** submit your RFP Response to multiple email addresses. Emails sent to other City emails may be considered as non-responsive and may not be reviewed.

Proposals shall be submitted in a single Microsoft Word or PDF file under 20MB. The Proposal must not exceed 50 total pages, excluding cover letter, index or table of contents, front and back covers, and title pages/separation tabs. Pages shall be 8 ½ x 11 inch except for up to four (4) pages of 11 x 17 inches. Eleven-point font or larger must be used for the proposal and appendices. Resumes included as an appendix are not considered part of the 50 pages.

The RFP number and Project name must be noted in the subject line, otherwise the proposal may be considered as non-responsive to the RFP.

Electronic submittals will be held, un-opened, until the time and date noted in the RFP documents or posted addenda.

<b>Schedule of Events (subject to change)</b>	<b>All times are MST</b>
RFP Issued	October 28th
Recommended Pro-Proposal Conference Via Microsoft Teams (Link Below)	November 4 <sup>th</sup> , 2pm via Microsoft teams
Inquiry Deadline	November 8 <sup>th</sup> , 2pm
Final Addendum Issued (Formal Answers Due)	November 13th
Proposal Due Date	Nov 18 <sup>th</sup> , 2024 2pm
Select Interviews / Demos (tentative)	November 22nd
Interviews/demos	December 6 <sup>th</sup> , 2024
Notice of Award (tentative)	December 9th

*Please note: Vendors will be selected for Interview's/Demo's after the solicitations are due. Due to the quantity of proposals received, it may be unfeasible for the City to Demo with each proposer.*

**Microsoft Teams** [Need help?](#)

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Meeting ID: 211 518 049 432

Passcode: pp5u2W

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***“Public Viewing Copy:*** *The City is a governmental entity subject to the Colorado Open Records Act, C.R.S. §§ 24-72-200.1 et seq. (“CORA”). Any proposals submitted hereunder are subject to public disclosure by the City pursuant to CORA and City ordinances. Vendors may submit one (1) additional complete proposal clearly marked “FOR PUBLIC VIEWING.” In this version of the proposal, the Vendor may redact text and/or data that it deems confidential or proprietary pursuant to CORA. Such statement does not necessarily exempt such documentation from public disclosure if required by CORA, by order of a court of appropriate jurisdiction, or other applicable law. Generally, under CORA trade secrets, confidential commercial and financial data information is not required to be disclosed by the City. Proposals may not be marked “Confidential” or ‘Proprietary’ in their entirety. All provisions of any contract resulting from this request for proposal will be public information.”*

## SECTION I. BACKGROUND, OVERVIEW, AND GOALS

### A. Background

The City of Greeley is a home rule municipality with a council-manager form of government and is the county seat and the most populous municipality of Weld County, Colorado. Greeley is in northern Colorado and is situated 52 miles north-northeast of the Colorado State Capitol in Denver. According to the U.S. Census Bureau, the population of the city is roughly 111,000 which makes it the 12th-most populous city in Colorado. The City has an annual budget of ~\$490M with a fiscal year that starts Jan 1<sup>st</sup>, and employees over 1100 employees. Greeley is a major city of the Front Range Urban Corridor and home to the University of Northern Colorado which is a public baccalaureate and graduate research university with approximately 12,000 students and six colleges as well as Aims Community College, which has served the community since 1967.

### B. Overview

The Culture, Parks, and Recreation Department serves multiple areas including but not limited to: Parks, Recreation, Culture, Golf, and Museums with a wide array of partners and stakeholders, such as full-time, part-time, and seasonal employees, volunteers, community partners, members, and citizens. Within the city management are two public 18-hole golf courses. This Request for Proposal is for the procurement and successful implementation of a Golf Management Solution that provides customer management, registration, point of sale, reporting, program management, and accounting functions in alignment with the Goals and Scope of Work outlined below.

The City of Greeley has created this solicitation to be a Single-Award. The City of Greeley holds the right to request Demonstrations and Interviews from any, or none, of the Proposers who submit a complying Proposal. Those who are selected for a Demonstration shall be provided a set-agenda and scoring criteria that will be used for all interviews and demonstrations.

The goal is for the implementation to align with an off-season go-live to avoid any impact to services.

### C. Goals

The Golf Management Software should be able to provide and accomplish the following tasks/goals:

- Accessibility, Usability & Productivity
  - Alignment with Accessibility Law for Colorado State and Local Government [HB21-1110]
  - Administrative Management Functionality
  - Implementation without disruption to current programs, activities, and sales
  - User interface
  - Ease of use
- Revenue Generation
  - Point of Sale (Credit Cards, Venmo, PayPal, etc.)
  - Dynamic Pricing Capability
  - Gift Cards (Creation, Sales, and Tracking)
  - Loyalty Incentives and Discount Capabilities
  - Use of Promotional Codes & Discount Codes
  - Inventory Management
  - Online Sales & Digital Sales
  - Website Embedding
  - Billing / Invoicing
  - Refund Management
- Program Management
  - Memberships
  - Lessons / Leagues / Conferences
  - Pro shop operations (Sales of merchandise, supplies and equipment)

- Green fees
- Driving range fees
- Equipment Rental Management (Carts, clubs, bags, etc.)
- Facility Rentals
- Mobile / Smart Phone Client / User Application
- Mobile / Smart Phone Administrative Management
- Communications Support (Text, Email, Social Media, Chat)
- Training, Reporting, City Support
  - Reporting & Integration (Programming, Refunds, etc.)
    - Alignment with Current Financial System, General Ledger Daily Report
    - Daily Cash Validation Reports
    - Inventory Reports
    - Key Performance Indicator Reports
    - Custom Reporting
  - All Client Email Support (Marketing / Informational)
  - Existing Data Import
    - Memberships
    - Passes
    - Punch Cards
    - Credit Book
    - Gift Certificates
    - Inventory
    - Client Demographics
  - Exporting (Excel, Integration, APIs / PowerBI, etc.) of All Data
  - Staff Training
  - Documentation
  - Tutorials
  - Standard Operating Procedures
  - Timely Vendor Response
  - Knowledgeable Vendor Support
- Technological Alignment
  - SaaS compliant
  - System Response Times
  - Support Response Times
  - Single Sign-On (SSO) compliant
  - Import of Existing Databases (Inventory, Users, Memberships, etc.)
  - Alignment with City Network and Security Initiatives
  - Integration with Current Software (Oracle Fusion) & Websites
  - Access & Approvals (Division / Position)
  - Ethernet Terminals
  - Alignment with City Payment Processor
- Financial Stewardship
  - Program Analysis & Management
  - Cost Recovery Analysis & Management
  - Fixed Implementation Cost
  - Reasonable License / Maintenance Fees
  - Reasonable Training Fees
  - Reasonable Hardware Costs
  - Reasonable Implementation Cost

## SECTION II. STATEMENT OF WORK

### A. Scope of Services and Product Specifications

In Section II, A, Go-Live refers to the date or period of successful implementation of the Golf Management System. Currently we have 25 users of the current software and the City will require a minimum of two Point of Sale (POS) systems at each golf course.

Please see the below requirements for the Golf Management System and Support Services:

#### a. Complete System

The City expects the Awarded Proposer to provide a complete, turnkey solution to include production, testing, backup/failover, and training environments.

The system is expected to provide accessibility and engagement with the community by providing proper end-to-end revenue management (including integration with the existing financial system) and program management.

The solution will be delivered as a SaaS solution including software, professional services, and any 3rd party software and interfaces necessary to implement and support a system that meets all City requirements as outlined in the Section I, C goals and Section II, A Scope of Services and Product specifications.

The City's Information Technology Department is assuming that there will be no on-premise software or hardware requirements except for peripheral devices such as point of sale terminals and mobile devices. If any hardware or software is required to be installed on-premise, the Vendor must clearly specify what that hardware or software is and the reason it needs to be on-premise in their proposal.

If the Vendor utilizes one or more subcontractors, the prime contractor will assume all responsibility for performance of services by the subcontractor(s). The City must be named as a third-party beneficiary in all subcontracts.

#### b. System Software

The Awarded Proposer is required to provide and continuously support all required system software for the duration of the implementation and during the subsequent support and maintenance period, as outlined in Section II, bb. This includes ensuring that all system software versions are kept up to date with any patches, updates and major releases.

The System Software is expected to provide accurate and comprehensive management of a wide array of services and programs including the ability to manage customer scheduling, memberships, admissions, rentals, inventory, and facilities for the proper operation of the municipal golf courses. The golf management software should support mobile and web integration with proper approvals and access. System software should support the import of prior system data to allow for the continuous management of programs including importation of existing users, memberships, and inventory.

The City expects to benefit from the collective experience and knowledge of the Vendor and user groups associated with their client base. The City recognizes that this may require changes to certain procedures or ways of doing things and is willing to make those changes, so long as they can be shown to improve the operations' overall speed, quality and/or accuracy; If and Only If, these improvements do not break any confidentiality or

state/federal/local laws. The City also recognizes that certain operational needs may require some level of system enhancement or customization, although the City expects these to be kept to a minimum and requires a way in which to predict and budget for these modifications.

The City is very concerned about pre-paying for subscription fees months or years before the solution module is used in the production environment. Vendors must include subscription payment milestones in their cost proposal that correlate to the phase of the implementation.

The production environment for the system won't be used by the full volume of users until go-live, and the City will not be paying for full subscription or full-service charges until the "go-live" is completed.

**c. Software Accessibility**

The City of Greeley is a municipality of Colorado and subject to the provisions of HB21-1110. A link to the state requirements related to IT Accessibility can be found here.

<https://leg.colorado.gov/bills/hb21-1110>

The City of Greeley supports the procurement of accessible information technology under Section 508 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 along with its 2008 Amendments, and Colorado House Bill 21-1110. Wherever practicable, the City of Greeley shall procure information technology that meets accessibility requirements as specified by the Web Content Accessibility Guidelines (WCAG 2.1 AA).

The assessment tool applies to all solicitations, responses thereto, and contracts for websites, web applications, software systems, electronic documents, e-learning, multimedia, and programmable user interfaces wherever practicable. It covers the technology's user interface, access, and content; but does not cover content that a user may encounter after leaving the covered technology (example: links to other web content). It applies to all technology interfaces that are intended for use by the community and the City of Greeley.

Proposers shall be required to demonstrate that information technology provided to the City of Greeley conforms to or addresses each of the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.1, Level AA success criteria wherever demonstrating such performance is practicable. Vendors may do so by providing any of the following:

- An independent third-party evaluation from an accessibility consultancy.
- A Voluntary Product Accessibility Template (VPAT). If a VPAT is used, it must use the VPAT 2.4Rev WCAG template, which is based on WCAG 2.0 and 2.1. The VPAT 2.4Rev WCAG template is available from the Information Technology Industry Council at <http://www.itic.org/policy/accessibility>.

The City will validate accessibility information received from all proposers. Wherever practicable, the City of Greeley Information and Technology department, in consultation with the City of Greeley's Purchasing Division, will attempt to validate the information provided by bidders and vendors, by:

- Obtaining additional information from the bidder or vendor to develop a complete and thorough understanding of the accessibility or the product or service.
- Consulting with independent third parties who have evaluated the product or service for accessibility.
- Conducting an internal evaluation of the accessibility of the product or service

The City hold the right to do the above items without notice to the Awarded Proposer

**d. Hardware & Infrastructure**

The City requires an off-premise SaaS solution. The selected Vendor will assume all costs associated with increasing capacity or performance as necessary to maintain the required service levels and volume requirements during the implementation and post-implementation support periods.

The City plans to provide and support the required network infrastructure and client-side (desktop) hardware and software, per Vendor specifications. Any equipment installed during and after implementation, such as point of sale terminals, must be "New" and will not have been used since manufacture and shall be current models of modern technology in current production and not scheduled to retire within the next 24 months.

**e. Network Connectivity**

Connection to the City network requires the proposed solution to support IP v4/6. Proposers should describe all connectivity requirements of equipment being proposed including point of sale terminals, credit card terminals, mobile devices and other ancillary equipment. All City departments are attached to the network with desktop and laptop computers running Microsoft Windows 10 or higher. Microsoft Windows 2018/2022 servers are used for file and print services. Our Exchange environment is a hybrid of M365 and on-prem servers with all mailboxes in the cloud. The Awarded Proposer must be prepared to work with the City IT staff on each networked installation to ensure that all network services are installed and functioning properly.

**g. System Response Time, Uptime and Failover**

The Management System, as a mission critical operations platform, will be expected to meet very high-performance levels during peak operations and deliver exceptional system uptime that will be documented in the final contract.

The City considers any Vendor provided solutions and interfaces/integrations when validating performance. The City will look at performance and response time based on:

- Normal operations where the typical employees and mobile users are logged into the system.
- Peak operations (payroll, year-end processing)
- Normal user loads

The following specifications describe the expected minimum performance requirements for the system following the City's formal acceptance of the system and throughout the life of the contract between the City and the Awarded Proposer. This represents the City's expectations for system availability, performance, restoral times, as well as potential credits to the City if the Vendor fails to meet the contractually agreed SLAs. During contract negotiations, the City will negotiate remediation procedures and maintenance credits for failure to meet the requirements as described; if the contract language does not suffice.

**h. Response Time Requirements**

The Management System shall provide response times of less than one (1) second, 95 percent of the time for all transactions. Other performance requirements are as follows:

- All inquiry and file maintenance functions shall be performed without adversely affecting system performance and operations.
- System shall perform backups or other system administration tasks without impact on system operations.
- System shall perform report and search functions without impact on system operations. Impact includes any slow-downs of the system.



**i. Availability Requirements**

For any consecutive 30-day period during the life of the contracts and/or warranties, the software components of the system shall remain fully operational and available at 99.995 percent availability (27 minutes of non-availability/year). Thirty-day performance periods are incremental from system acceptance. If a problem occurs, a new 30-day period will begin once the problem has been corrected. The City will decide and notify the Vendor when issues have been satisfactorily resolved.

If the system fails to meet any requirement of the contract after final acceptance and during the initial warranty period, the Vendor shall take appropriate steps to resolve the problem and bring the system back into compliance with the performance and reliability requirements, at no cost to the City.

Availability is defined as follows:

- Installed hardware and software components have power applied and are operating correctly.
- Read and write access to all stored data through the implemented system.
- Scheduled down time, as defined by the Vendor and accepted by the City, will not be construed as hours when the system is unavailable.

The City of Greeley exclusively owns all rights, title, and interest in and to the Customer Data, including where contained or stored in the SaaS Solutions as provided to City and subject to City's right to de-identify Customer Data. City may use Customer Data as necessary to fulfill its obligations under this Agreement and for any other lawful internal business purpose including in connection with developing or enhancing new or existing SaaS Solutions.

**j. Failover Requirements**

The Awarded Proposer is required to provide a high availability failover solution that ensures continuous operation and access to all operational system functions and data in the event of a complete and catastrophic failure of the primary location where the implemented system is installed without manual intervention.

After failover, the Awarded Proposer is required to notify the City of the return of the primary production system functionality and a report of any potential data loss. Within two business days, failure to notify may require legal action.

Please describe the services you provide around disaster recovery, if any, as part of your proposed solution clearly labeled Disaster Recovery and Failover Measures.

**k. System Data Retention and Backup**

The City of Greeley is subject to the Freedom of Information Act (FOIA), providing the public the right to request access to records. The City is also subject to the Colorado Open Records Act (CORA), providing that all public records shall be open for inspection by any person at reasonable times. Records requests or requestors that cite the Federal Freedom of Information Act shall be treated as though they were made pursuant to the Colorado Open Records Act. As such, the City requires that all Management System data be maintained electronically for a period of at least 7 years. In addition, the City requires a complete backup and data retrieval solution that can accommodate retention requirements and response to FOIA/CORA requests.

**l. System Data and Management Reporting**

The Awarded Proposer is required to provide access to all Management System data for management reporting and statistical analysis purposes. The Awarded Proposer must provide

a solution for a reporting database vs. accessing the production database for reporting unless you can verify that querying the production environment will not impact production operations. The Awarded Proposer is required to provide a management reporting and statistical analysis tool that can be used by managers and system administrators to query, consolidate, and summarize Management System information. The Awarded Proposer is also required to provide a mechanism by which the City can access the “raw” Golf Management System data with its own reporting tools.

The system is required to provide module and permission-based dashboards with real-time statistical analysis based on management requirements.

For specific reporting requirements, the City requires that the Awarded Proposer shall take the lead on developing any reports required as part of the initial deployment of the system. The Awarded Proposer is expected to provide specialized knowledge and information to the City staff during the development of needed reports, via technical training on the tools used for report development, database schema and architecture, etc.

**m. System Interfaces and Integrations**

It is expected that information generally would need to be entered only once into the system. Modules within the system should be integrated in real-time with each other such that batch processes are not required to transfer information from one area of the system to another unless that is the preference of the City. Existing City interfaces between core modules that may currently exist (Interfaces between the new integrated Golf Management System and the retained products are in scope for this project.

The City of Greeley utilizes the Oracle ERP Cloud General Ledger to manage financials. The Awarded Proposer will be required to provide the necessary functionality to export journal entries from the Management System in an acceptable format for the Oracle General Ledger (GL) and in alignment with current period close processes.

**n. Security and Privacy**

The City of Greeley recognizes a Golf Management System platform as a highly complex solution used in support of sensitive and regulated public safety processes that require a high degree of integrity, availability and responsiveness. The Awarded Proposer must be able to meet the stringent requirements of the industry regulations and applicable legislation which the City determined our Management System must comply. The Awarded Proposer and proposed Golf Management System must comply with the requirements of all applicable data privacy and security legislation and regulations of any technology used in the proposed solution that collects, transmits and stores Personally Identifiable Information (PII) and Personal Health Information (PHI).

The Awarded Proposer will provide evidence that confirms their ongoing compliance with the security and privacy requirements for the Management System they are proposing in their submission. **The Awarded Proposer will be required to provide evidence confirming their ongoing compliance on a yearly basis, or in the event of a security incident.**

Compliance with the Policy is mandatory, as is any compliance with all applicable privacy and security legislation. Submission of a proposal will serve as the Vendor’s acceptance that they will provide ongoing confirmation of compliance as required in this section and as part of the City’s contract; **any refusal to comply with this requirement post-submission may render any contract between the City and the Awarded Proposer null and void.**

**Please ensure your firm completes Exhibit 7. Failure to provide Exhibit 7 may result in your proposal being deemed as Non-complying.**

**o. PCI Compliance**

Where applicable, the Vendor shall certify in its Proposal that it meets Payment Card Industry (PCI) Data Security Standards (DSS), and if recommended for award, shall illustrate compliance.

**p. Implementation**

The Awarded Proposer is required to perform all tasks required to implement the proposed solutions, including, but not limited to:

- project management including change management processes
- hardware installation and configuration
- software installation
- configuration and development
- system unit, user, performance stress testing and end-to-end testing
- system documentation and training.
- Feature / Customization implementation

**q. Site Preparation**

The Awarded Proposer is required to provide the City with specific site requirements, if any, necessary to support the proposed solution including, but not limited to: electrical, environmental and space requirements. The Awarded Proposer will be required to visit the City facilities to obtain any information necessary to prepare a detailed list of requirements needed for site preparation after an Intent of Award is given.

**r. Vendor Personnel**

The Awarded Proposer is required to provide a team of qualified professionals with the required skills and experience necessary to deliver the entire solution through the City's go-live. The qualified personnel will have previous experience implementing the product quoted for the City in agencies of similar size and workload. The City is requiring The Awarded Proposer to identify the key personnel by name for the duration of the project. The key personnel should include at a minimum: company executive responsible for success of the project, project manager, technical lead(s) (primary implementer), and trainer.

The Awarded Proposer is required to provide a professional project manager who will be the City's single point of contact for the duration of the project. The Awarded Proposer is also required to provide the City with clear written expectations for resource commitments that the Vendor needs the City to provide to ensure a successful implementation.

**s. Client Personnel**

All Proposers shall assume that implementation of the Golf Management System shall be the responsibility of the Awarded Proposer. The City will assist The Awarded Proposer and ensure Client Requests are processed in a timely fashion. It will be the responsibility of the Awarded Proposer to coordinate all requests with the City's Designated Project Manager and any other key City Personnel.

**t. Project Management**

The Awarded Proposer is required to provide and manage a comprehensive project plan and schedule and to provide regular project status updates that include, at a minimum:

- status of project/project update plan

- cost schedule deliverable status
- payment milestones
- tracking reports and updates (Equipment, rentals, volunteer, etc.)
- scope changes
- risks and risk management
- issue reporting
- Any new changes or additions the City was previously unaware of

**u. Requirements Traceability**

It is important for the City to understand the disposition of the RFP requirements throughout the project lifecycle. The City expects that the Vendor will provide resources that will be accountable for ensuring the requirements of the City are met by the Vendor solution. The Vendor will provide a single requirements traceability tool (Excel is a valid option) that tracks requirements by release and by phase to ensure that all requirements are appropriately traced to solution functionality and/or otherwise dispositioned before acceptance of project phase related deliverables. Per release, the City will provide resources to work with the Vendor to valid the requirements traceability prior to acceptance of the deliverables associated with the following project phases:

- Vendor System Test (including converted data, integrations, dashboards, external communication)
- User Acceptance Test (including converted data, integrations, dashboards, external communication)
- Please Go/No Go Decision
- Post Implementation Support Phase

The City will support the Awarded Proposer in maintaining the requirements list to reflect the end state set of requirements/features/capabilities being provided by the Vendor solution.

**v. Operational Change Management**

The Vendor is required to assist the City with developing a change management plan that will facilitate a smooth transition to the new system. The change management plan will identify and address any new system and/or operational processes that are introduced as part of the new system.

With the deployment of the new application, the City wishes to take advantage of capabilities within the software that provide support for operational improvements. Vendors are requested to describe their approach towards operational redesign including discussion on the optimal time in which to conduct redesign as it relates to implementation of the new system.

**w. Documentation**

The Awarded Proposer is required to provide and maintain as part of post-implementation support all documentation required to properly operate and maintain the system. This includes training materials, online help, product documentation, desk procedures, how-to documents, and any training delivery documentation. Documentation should cover necessary day-to-day operations and cycle-end processes through written, video, or other standard operating procedures for the support of established programs and services provided by the Culture, Parks, and Recreation Department.

The Awarded Proposer is required to assist the City with developing a change management plan that will facilitate a smooth transition to the new system. The change management plan will identify and address any new system and/or operational processes that are introduced as part of the new system.

With the deployment of a new application, the City wishes to take advantage of capabilities within the software that provide support for operational improvements. The City is expecting the Vendor to bring their best practices and out-of-the-box solution functionality to bear on this engagement. Vendors are requested to describe their approach towards operational redesign including discussion on the optimal time in which to conduct redesign as it relates to implementation of the new software.

x. **Testing**

The Awarded Proposer is required to plan and execute all required testing, including, but not limited to: Functional, Performance and Reliability testing for the duration of the project.

The Awarded Proposer will present the methodology, expected results, and actual results with remediation actions if required. The City will be included in the testing and have signoff authority for success.

The Awarded Proposer is required to propose and facilitate the execution of final User Acceptance Testing (UAT) as part of their project plan. The City will be included in the testing and have signoff authority for success.

y. **Training**

The Awarded Proposer is required to provide **all training** required for the City to properly and efficiently configure, use, manage and maintain the Golf Management System, including any customizations or functionality tailored to the City. The City expects to approve the format of all required training materials and the delivery of training to end-users and administrative support personnel.

The Awarded Proposer is required to provide a training system that allows users to simulate live operations for all proposed system functionality without interruption or degradation of the live/production system. The City would prefer a Golf Management System that includes Development (Dev), Test, and Production environments.

The Awarded Proposer will also be required to provide systems administration and technical administration training to include the application's database design. This requirement is mandatory for custom reporting and data extraction needs of the City.

All end-user training and technical training will be performed on-site or remotely through implementation and be performed by the Vendor. The Awarded Proposer should provide an overall description of the training method including the following:

- General timeframe that training will be conducted at all stages of implementation (go-live) and Post-go live support
- The Vendor must list the nature/format, level and amount of training to be provided for technical training (programming, operations, reporting, etc.), user training and other staff (executive level administrative staff).

**Training for end users must be completed one month prior to go-live. A rate table should be included by the Vendor for any additional charges related to training.**

z. **Warranty**

The Awarded Proposer is required to fully warrant the entire solution, including all hardware, software and professional services, for a minimum of twelve (12) months following the City's final system acceptance date. The warranty period must include but is not limited to:

- all required system hardware

- application software support
- software updates
- bug fixes
- enhancements
- all required professional services.

The Vendor's warranty must conform to all agreed upon specifications, protect against any defects or damage caused by the Vendor and/or their hardware, software or services sub-contractors or providers.

**aa. Support and Ongoing Maintenance**

Following the warranty period, the City expects to enter into a maintenance and support agreement with the Vendor for a minimum of five one-year periods. The Vendor is required to provide full, end-to-end support of all system software and hardware. The support agreement must provide for 24x7x365 coverage for all critical system components (except during pre-approved system maintenance windows). At a minimum, the support agreement must include: guaranteed response times for each severity level, resolution response times, clear contact and escalation procedures, reporting requirements and procedures, and the role of the City help desk.

The City considers any portion of the system that is unavailable as an issue of the highest severity level.

The City expects to provide first-level support through the PROS SMEs and Business Analysts and the Awarded Proposer will provide second-level support to City IT personnel.

The City expects that the annual support and maintenance agreement will include a mechanism for planning for and controlling costs related to necessary future system enhancements, upgrades or changes that may be required due to changing operational conditions.

**bb. Additional Requirements**

The Software provided and implemented for the City should meet all the required items listed in Section I, C- Goals and Section II, Scope of Work. In addition to those listed above, all Proposers agree to:

Provide Post-live support that shall be included in your proposal's pricing for one-year concluding in December 2025. Please list the rate for additional Post Live Support and other associated fees through the 2029 fiscal year.

The Awarded Vendor shall agree to one (1) monthly meeting (at a minimum) to meet with key City personnel through 2024 and in 2025. Starting in 2026, the vendor shall meet with the City Quarterly (every 3 months) to discuss new features, performance, etc. Vendors who commit to a no-fee meeting option will be scored higher in Evaluation Criterion 4.

**B. Period of Award**

After a successful implementation the Awarded Proposer shall provide five (5) years of support, feature implementation, and training at pre-determined rates as negotiated in the Awarded Proposer's Pricing Sheet (Exhibit 6).

This contract will automatically renew every year after the 5-year initial term unless terminated by the City 30 days prior to the initial conception date outlined on a future fully executed contract. Any additional fees not listed on the Vendor's Proposal will not be paid unless submitted and approved (in writing) by the City at least 60 days before the renewal period.

If the City desires to extend the contract, no later than thirty (30) days prior to expiration, the City's Purchasing Contact may send a notice in writing to the vendor requesting firm pricing for the next twelve-month period. After the City evaluates the firm pricing proposal from the vendor, it will determine whether to extend the contract. All awards and extensions are subject to annual appropriation of funds. The provisions of the foregoing paragraphs with respect to extensions of the terms of the contract shall be null and void if the contract has been terminated or revoked during the initial term or any extension thereof. All decisions to extend the contract are at the option of the City.

**C. Minimum Mandatory Qualifications of Offeror**

- Vendor must be registered and in good standing on SAM.gov prior to receiving payment from the City
- Vendor shall have continuously been in the business of providing design, development and implementation services of Golf Management solutions for at least five (5) years, for organizations of similar scope, size and complexity to Greeley CO (verified through references)
- SOC 2 Type II Certified
- PCI Compliant

**SECTION III. ADMINISTRATIVE INFORMATION**

**A. Issuing Office**

The City's contact name listed herein is to be the sole point of contact concerning this RFP. Offerors shall not directly contact other personnel regarding matters concerning this RFP or to arrange meetings related to such.

**B. Official Means of Communication**

All official communication from the City to offerors will be via postings on an electronic solicitation notification system, the Rocky Mountain Bid System ([www.rockymountainbidsystem.com](http://www.rockymountainbidsystem.com)). The Purchasing Contact will post notices that will include, but not be limited to, proposal document, addenda, award announcement, etc. It is incumbent upon offerors to carefully and regularly monitor the Rocky Mountain Bid System for any such postings.

**C. Inquiries**

Prospective offerors may make written inquiries by e-mail before the written inquiry deadline concerning this RFP to obtain clarification of requirements. There will be opportunity to make inquiries during the pre-proposal conference, if any. No inquiries will be accepted after the deadline. Inquiries regarding this RFP (be sure to reference RFP number) should be referred to:

E-Mail: Purchasing@greeleygov.com  
Subject Line: RFP #F24-10-094

Response to offerors' inquiries will be published as addenda on the Rocky Mountain Bid System in a timely manner. Offerors cannot rely on any other statements that clarify or alter any specification or other term or condition of the RFP.

Should any interested offeror, sales representative, or manufacturer find any part of the listed specifications, terms and conditions to be discrepant, incomplete, or otherwise questionable in any respect, it shall be the responsibility of the concerned party to notify the Purchasing Contact of such matters immediately upon discovery.

**D. Insurance**

The successful contractor will be required to provide a Certificate of Insurance (Exhibit 3) or other proof of insurance naming the City of Greeley as "additional insured". Coverage must include COMMERCIAL GENERAL LIABILITY coverage with minimum limits of \$2,000,000, and WORKER'S COMPENSATION coverage with limits in accordance with State of Colorado requirements.

COMPREHENSIVE AUTOMOBILE LIABILITY with minimum limits for bodily injury and property damage coverage of at least \$1,000,000, plus an additional amount adequate to pay related attorneys' fees and defense costs, for each of Consultant's owned, hired or non-owned vehicles assigned to or used in performance of this Agreement.

The City shall be named as additional Insured for General and Auto Liability Insurance.

#### **E. Modification or Withdrawal of Proposals**

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

#### **F. Minor Informalities**

Minor informalities are matters of form rather than substance evident from the response or insignificant mistakes that can be waived or corrected without prejudice to other vendors. The Purchasing Manager may waive such informalities or allow the vendor to correct them depending on which is in the best interest of the City.

#### **G. Responsibility Determination**

The City will make awards only to responsible vendors. The City reserves the right to assess the offeror's responsibility at any time in this RFP process and may not make a responsibility determination for every offeror.

#### **H. Acceptance of RFP Terms**

A proposal submitted in response to this RFP shall constitute a binding offer. The autographic signature of a person who is legally authorized to execute contractual obligations on behalf of the offeror shall indicate acknowledgment of this condition. A submission in response to this RFP acknowledges acceptance by the offeror of all terms and conditions as set forth herein.

#### **I. Protested Solicitations and Awards**

Right to protest. Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract must protest in writing to the City Manager as a prerequisite to seeking judicial relief. Protestors are urged to seek informal resolution of their complaints initially with the Purchasing Manager. A protest shall be submitted within ten (10) calendar days after such aggrieved person knows or should have known of the facts giving rise thereto. A protest with respect to an invitation for bids or request for proposals shall be submitted in writing prior to the opening of bids or the closing date of proposals, unless the aggrieved person did not know and should not have known of the facts giving rise to such protests prior to bid opening or the closing date for proposals.

Stay of procurement during protests. In the event of a timely protest under Subsection (A) of this Section, the Purchasing Manager shall not proceed further with the solicitation or award of the contract until all administrative and judicial remedies have been exhausted or until the City Manager makes a written determination on the record that the award of a contract without delay is necessary to protect substantial interest of the City. (Ord. 75, 1984 §2 (part))

#### **J. Confidential/Proprietary Information**

All proposals will be confidential until a contract is awarded and fully executed. At that time, all proposals and documents pertaining to the proposals will be open for public inspection, except for the material that is proprietary or confidential. However, requests for confidentiality can be submitted to the Purchasing Contact provided that the submission is in accordance with the following procedures. This remains the *sole responsibility* of the offeror.



The Purchasing Contact will make no attempt to cure any information that is found to be at a variance with this procedure. The offeror may not be given an opportunity to cure any variances after proposal opening. **Neither a proposal in its entirety, nor proposal price information will be considered confidential/proprietary.** Questions regarding the application of this procedure must be directed to the Purchasing Contact listed in this RFP.

**K. Acceptance of Proposal Content**

The contents of the proposal (including persons specified to implement the project) of the successful contractor shall become contractual obligations into the contract award. Failure of the successful offeror to perform in accordance with these obligations may result in cancellation of the award and such offeror may be removed from future solicitations.

**L. RFP Cancellation**

The City reserves the right to cancel this RFP at any time, without penalty.

**M. Negotiation of Award**

In the event only one (1) responsive proposal is received by the City, the City reserves the right to negotiate the award for the services with the offeror submitting the proposal in lieu of accepting the proposal as is.

**N. Contract**

A sample copy of the contract award the City will use to contract for the services specified in this RFP is attached as Exhibit 2. The attached contract is only a sample and is not to be completed at this time.

**O. RFP Response/Material Ownership**

All material submitted regarding this RFP becomes the property of the City of Greeley, unless otherwise noted in the RFP.

**P. Incurring Costs**

The City is not liable for any cost incurred prior to issuance of a legally executed contract and/or a purchase order.

**Q. Utilization of Award by Other Agencies**

The City of Greeley reserves the right to allow other State and local governmental agencies, political subdivisions, and/or school districts to utilize the resulting award under all terms and conditions specified and upon agreement by all parties. Usage by any other entity shall not have a negative impact on the City of Greeley in the current term or in any future terms.

**R. 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.

**S. News Releases**

Neither the City, nor the offeror, shall make news releases pertaining to this RFP prior to execution of the contract without prior written approval of the other party. Written consent on the City's behalf is provided by the Public Information Office.

**T. Certification of Independent Price Determination**

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 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
  - c) 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.
2. Each person signing the Request for Proposal form of this proposal 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.a) through (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.a) through (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.a) through (1.c) above.
3. A proposal will not be considered for award where (1.a), (1.c), or (2.) above has been deleted or modified. Where (1.b) 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 City's Purchasing Manager, or designee, determines that such disclosure was not made for the purpose of restricting competition.
4. The Contract Documents may be executed in two or more counterparts, each of which shall be deemed an original but all of which together shall constitute one and the same document. The Contract Documents, including all component parts set forth above, may be executed and delivered by electronic signature by any of the parties and all parties consent to the use of electronic signatures.

**U. Taxes**

The City of Greeley is exempt from all federal excise taxes and all Colorado State and local government sales and use taxes. Where applicable, contractor will be responsible for payment of use taxes.

**V. Assignment and Delegation**

Neither party to any resulting contract may assign or delegate any portion of the agreement without the prior written consent of the other party.

**W. Availability of Funds**

Financial obligations of the City of Greeley 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 City.

**X. Standard of Conduct**

The successful firm shall be responsible for maintaining satisfactory standards of employees' competency, conduct, courtesy, appearance, honesty, and integrity, and shall be responsible for taking such disciplinary action with respect to any employee as may be necessary.

The City may request the successful firm to immediately remove from this assignment any employee found unfit to perform duties due to one or more of the following reasons:

1. Neglect of duty.
2. Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words or actions or fighting.
3. Theft, vandalism, immoral conduct or any other criminal action.
4. Selling, consuming, possessing, or being under the influence of intoxicants, including alcohol, or illegal substances while on assignment for the City.

Agents and employees of Contractor or Consultant working in City facilities shall present a clean and neat appearance. Prior to performing any work for the City, the Contractor or Consultant shall require each of their employees to wear ID badges or uniforms identifying: the Contractor or Consultant by name, the first name of their employee and a photograph of their employee if using an ID badge. Their employee shall wear or attach the ID badge to the outer garments at all times.

#### **Y. Damages for Breach of Contract**

In addition to any other legal or equitable remedy the City may be entitled to for a breach of this Contract, if the City terminates this Contract, in whole or in part, due to Contractor's breach of any provision of this Contract, Contractor shall be liable for actual and consequential damages to the City.

#### **Z. Other Statutes**

1. The signatory hereto avers that he/she is familiar with Colorado Revised Statutes, 18-8-301, et seq. (Bribery and Corrupt Influence) and 18-8-401, et seq. (Abuse of Public Office) as amended, and that no violation such provisions is present.
2. The signatory hereto avers that to his/her knowledge, no City of Greeley employee has any personal or beneficial interest whatsoever in the service or property described herein. See CRS 24-18-201 and CRS 24-50-507.

### **SECTION IV. PROPOSAL SUBMISSION**

Following are the response requirements for this RFP. All specific response items represent the minimum information to be submitted. Deletions or incomplete responses in terms of content or aberrations in form may, at the City's discretion, render the proposal non-responsive.

RFP responses must be emailed to [purchasing@greeleygov.com](mailto:purchasing@greeleygov.com). Only emails sent to [purchasing@greeleygov.com](mailto:purchasing@greeleygov.com) will be considered as responsive to the request for proposals. **DO NOT** submit your RFP Response to multiple email addresses. Emails sent to other City emails will be considered as non-responsive and will not be reviewed.

Proposals shall be submitted in a single Microsoft Word or PDF file under 20MB. The Proposal must not exceed 50 total pages, excluding cover letter, index or table of contents, front and back covers, and title pages/separation tabs. Pages shall be 8 ½ x 11 inches except for up to four (4) pages of 11 x 17 inches. Eleven-point font or larger must be used for the proposal and appendices. Resumes included as an appendix are not considered part of the 50 pages.

The RFP number and Project name must be noted in the subject line, otherwise the proposal may be considered as non-responsive to the RFP.

Electronic submittals will be held, un-opened, until the time and date noted in the RFP documents or Posted addenda.

To facilitate the evaluation, offeror shall submit and organize all responses in the same order as listed in Section V. Proposals that are determined to be at a variance with this requirement may not be accepted.

Late proposals will not be accepted. It is the responsibility of the offeror to ensure that the proposal is received at the City of Greeley's Purchasing Division on or before the proposal due date and time.

## **SECTION V. RESPONSE FORMAT**

The following items are to be included in your proposal, in the order listed. **Deviation from this order may render your proposal non-responsive and/or Uncomplying.**

### **A. Cover Letter**

Include a cover letter introducing your company, summarizing your qualifications, and detailing any exceptions to this RFP (please note that significant exceptions may make your proposal non-responsive). This letter should also provide principal contact information for this RFP, including address, telephone number, fax number, e-mail, and website (if applicable).

### **B. Use of Subcontractors/Partners**

There may be areas for use of subcontractors or partners in this project. If you are utilizing this approach, your proposal must list the subcontractors/partners, their area(s) of expertise, and include all other applicable information herein requested for each subcontractor/partner. Please keep in mind that the City will contract solely with your company, therefore subcontractors/partners remain your sole responsibility.

### **C. Minimum Mandatory Qualifications**

Include an itemized description of how your company meets each of the minimum mandatory qualifications outlined in Section II, C. Failure to meet or exceed these requirements may disqualify your response.

### **D. Company Information and References**

1. Provide the following information as listed: Company Name, Address, Phone Number, and Names of Principals.
2. Identify the year in which your company was established and began providing consulting services.
3. Describe any pending plans to sell or merge your company.
4. Provide a comprehensive listing of all the services you provide.
5. Please provide two-four Professional References working for/with Organizations of Similar size to the City of Greeley.

### **E. Evaluation Criteria**

Your proposal should address all items outlined in Section I, C- Goals and Section II, Scope of Work. The following Evaluation Criteria will be how the City will score your proposal. Failure to adhere to the materials required in Section V may deem your response unresponsive or uncomplying. If deemed uncomplying, your Proposal will not be scored.

#### **Evaluation Criterion #1 - Accessibility, Usability & Productivity**

Vendors shall be evaluated on the following but not limited to their acknowledgement and proposal regarding their products adherence to the Accessibility Law for Colorado State and Local Government [HB21-1110], in

addition items such as citizen engagement, administrative management, implementation without negative impact to current programs, activities, and sales will be considered in the evaluation of the Vendor's proposal.

**Evaluation Criterion #2 - Revenue Generation**

Proposers shall be evaluated on the following but not limited to the ability to support the departments growing revenues as demonstrated in their proposals with evaluation including items, such as, but not limited to the following: point of sale system, gift card creation, management, and marketing, loyalty incentives, promotional codes, inventory management, dynamic pricing, invoicing, online sales and refund processes.

**Evaluation Criterion #3 - Program Management**

Proposers shall be evaluated on the following but not limited to the Program Management functionality (as outlined in Section II, Statement of Work) of their proposal regarding the management of various stakeholders and groups including but not limited to sales, memberships, admissions, rentals, facilities, online management, remote management, mobile access, inventory, equipment, volunteer management, and communications support.

**Evaluation Criterion #4 - Training, Reporting, Support**

Proposers shall be evaluated on the following but not limited to the training, reporting, and overall support included in their proposal regarding the following items: reporting, exporting, staff training, tutorials, Standard Operating Procedures, documentation, and vendor response time and resolution. See also scope of services for detail regarding meeting and support requirements during implementation and after go-live.

**Evaluation Criterion #5 - Technological Alignment**

Proposers shall be evaluated on the following but not limited to the Technological Alignment of their proposal with those requested by the City of Greeley, including but not limited to the import of existing databases (such as inventory, users, memberships, etc.), alignment with City's network and security initiatives (ethernet terminals and City payment processing), Single Sign-On (SSO) compliance, integration with current software (ex. Oracle) and City managed websites, access and approval setting by delegated division and position.

**Evaluation Criterion #6 - Financial Stewardship**

Proposers shall be evaluated on the following but not limited to the Financial Stewardship aspects of their proposal, including but not limited to the ability to align with the accessibility law schedule, the ability to provide cost recovery and program analysis, reasonable maintenance, licensing, and support fees. All costs, such as subscription, training, hardware, implementation, and/or additional fees, must be documented in Exhibit 5.

**Evaluation Criterion #7 – Certificates/Compliance Credentials and References**

This section will be scored on how your Proposal highlights your Certificates and Compliance, as outlined in Exhibit 5, and your quality of References as outline in Section V, D.

**Evaluation Criterion #8 – Demos**

Proposer will demonstrate software to a select review team at the City of Greeley to provide an overview of system functionality regarding the above 7 evaluation criteria and provide a live demonstration of requested features along with providing demonstratable answers to the team's requests.

**F. Disaster Recovery and Failover Measures**

Please include a section that highlights the required items outlined in Section II, I-K.

**G. Proposal Acknowledgement**

Include this form as provided in Exhibit 1.

**H. Certificate of Insurance**

A sample Certificate of Insurance is provided in Exhibit 3.

**I. Debarment Form**

Include this form as provided in Exhibit 4.

**J. Certificates and Compliance Credentials**

Include this form as provided in Exhibit 5

**K. Pricing Sheet**

Include this form as provided in Exhibit 6

**L. Security Questionnaire**

Include this form as provided in Exhibit 7

**SECTION VI. EVALUATION AND AWARD**

**A. Proposal Evaluation**

All proposals submitted in response to this RFP will be evaluated by a committee in accordance with the criteria described below. Total scores will be tabulated, and the highest ranked firm will enter into negotiations.

If the City requests presentations by short-listed offerors, committee members may revise their initial scores based upon additional information and clarification received in this phase. **Please note that presentations have been tentatively scheduled per the Schedule of Events on the first page of this RFP.** If your company is invited to give a presentation to the committee, these dates may not be flexible.

In preparing responses, offerors should describe in great detail how they propose to meet the specifications as detailed in the previous sections. Specific factors will be applied to proposal information to assist the City in selecting the most qualified offeror for this contract. Following is the evaluation criteria that will be used. Criteria will be assigned a points value.

Evaluation Criteria:

#	Item	Points
1	Accessibility, Usability & Productivity	10
2	Revenue Generation	20
3	Program Management	15
4	Training, Reporting, Vendor Support	15
5	Technological Alignment	10
6	Financial Stewardship	20
7	Certificates/Compliance Credentials and References	10
	<b>TOTAL</b>	100

A presentation and/or demonstration may be requested by short-listed offerors prior to the award. However, a presentation/demonstration may not be required, and therefore, complete information should be submitted with your proposal.

Those selected for Demonstration will have the opportunity to present a 90-minute demonstration of their product. All Vendors who receive an invitation for Demonstration will be given a set-agenda with all the requirements before the Demonstrations are to be conducted. The City holds the right to select any firm for Demonstrations and not just the highest scoring firms.

**B. Determination of Responsibility of the Offeror**

The City of Greeley awards contracts to responsible vendors only. The City reserves the right to make its offeror responsibility determination at any time in this RFP process and may not make a responsibility determination for every offeror.

The City of Greeley's Municipal Code defines a "Responsible Offeror" as one who has "the capability in all respects to perform fully the contract requirements, and the tenacity, perseverance, experience, integrity, reliability, capacity, facilities, equipment, and credit which will assure good faith performance." The City reserves the right to request information as it deems necessary to determine an offeror's responsibility. If the offeror fails to supply the requested information, the City shall base the determination of responsibility upon any available information or may find the offeror non-responsible if such failure is unreasonable.

## **COOPERATIVE PURCHASING STATEMENT**

The City of Greeley encourages and participates in cooperative purchasing endeavors undertaken by or on behalf of other governmental jurisdictions. To the extent, other governmental jurisdictions are legally able to participate in cooperative purchasing endeavors; the City of Greeley supports such cooperative activities. Further, it is a specific requirement of this proposal or Request for Proposal that pricing offered herein to the City of Greeley may be offered by the vendor to any other governmental jurisdiction purchasing the same products. The vendor(s) must deal directly with any governmental agency concerning the placement of purchase orders, contractual disputes, invoicing, and payment. The City of Greeley shall not be liable for any costs or damages incurred by any other entity.



**EXHIBIT 1  
PROPOSAL ACKNOWLEDGEMENT**

The offeror hereby acknowledges receipt of addenda numbers \_\_\_\_\_ through \_\_\_\_\_.

Falsifying this information is cause to deem your proposal nonresponsive and therefore ineligible for consideration. In addition, falsification of this information is cause to cancel a contract awarded based on one or both of the above preferences.

By signing below, you agree to all terms & conditions in this RFP.

\_\_\_\_\_  
Original Signature by Authorized Officer/Agent

\_\_\_\_\_  
Type or printed name of person signing

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Vendor Mailing Address

\_\_\_\_\_  
Website Address

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Proposal Valid Until (at least for 90 days)

\_\_\_\_\_  
E-Mail Address

**Project Manager:**

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Vendor Mailing Address

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
City, State, Zip

**EXHIBIT 2  
(Reserved)**

**(This exhibit has been removed before posting. Do not include your example contract with your proposal)**

**EXHIBIT 3  
SAMPLE CERTIFICATE OF INSURANCE**

Please note that Proof of Coverage is acceptable for the purposes of the solicitation. No proof of coverage or a missing COI may result in your bid being deemed as Non-complying.

Client#: 12170		GRECI	
<b>ACORD</b>			DATE (MM/DD/YYYY) 05/14/2013
<b>CERTIFICATE OF LIABILITY INSURANCE</b>			
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p><b>IMPORTANT:</b> If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>			
<b>PRODUCER</b> ABC Insurance Company P. O. Box 1234 Anywhere, USA		<b>CONTACT NAME:</b> PHONE (A/C No., Ext): _____ FAX (A/C, No): _____ E-MAIL: _____ ADDRESS: _____ PRODUCER CUSTOMER ID #: _____	
<b>INSURED</b> Sample Certificate		INSURER(S) AFFORDING COVERAGE      NAIC # INSURER A: <b>Financial Rating of A</b> INSURER B: _____ INSURER C: _____ INSURER D: _____ INSURER E: _____ INSURER F: _____	
<b>COVERAGES</b>		<b>CERTIFICATE NUMBER:</b>	
		<b>REVISION NUMBER:</b>	
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>			
INSURER	TYPE OF INSURANCE	POLICY NUMBER	LIMITS
	<input checked="" type="checkbox"/> GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-PORT <input type="checkbox"/> LOC		EACH OCCURRENCE      \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence)    \$100,000 MED EXP (Any one person)    \$5,000 PERSONAL & ADV INJURY    \$1,000,000 GENERAL AGGREGATE    \$2,000,000 PRODUCTS - COMP/OP AGG    \$2,000,000
	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS		COMBINED SINGLE LIMIT (Ea accident)    \$1,000,000 BODILY INJURY (Per person)    \$ BODILY INJURY (Per accident)    \$ PROPERTY DAMAGE (Per accident)    \$ \$ \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DEDUCTIBLE \$ RETENTION \$		EACH OCCURRENCE    \$ AGGREGATE    \$ \$ \$
	<input type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N NA	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT    \$100,000 E.L. DISEASE - EA EMPLOYEE    \$100,000 E.L. DISEASE - POLICY LIMIT    \$500,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required) City of Greeley is named as Additional Insured on General Liability. Waiver of subrogation is included on Work Compensation. This insurance is primary and noncontributory to insurance policies held by the City.			
<b>CERTIFICATE HOLDER</b>		<b>CANCELLATION</b>	
City of Greeley 1000 10th St Greeley, CO 80631-3808		SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE	

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**EXHIBIT 4**  
**DEBARMENT/SUSPENSION CERTIFICATION STATEMENT**

The proposer certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal, State, County, Municipal or any other department or agency thereof. The proposer certifies that it will provide immediate written notice to the City if at any time the proposer learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstance.

DUNS # (Optional) \_\_\_\_\_

Name of Organization \_\_\_\_\_

Address \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

## **EXHIBIT 5 Certificates and Compliance Credentials**

Please include a section in your proposal titled Certificates and Compliance Credentials. Please provide the below Certificates and Compliance Credentials:

- Accessibility Law for Colorado State and Local Government [HB21-1110]
- World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.1
- Level AA success criteria wherever demonstrating such performance is practicable. Vendors may do so by providing any of the following:
  - An independent third-party evaluation from an accessibility consultancy.
  - A Voluntary Product Accessibility Template (VPAT). If a VPAT is used, it must use the VPAT 2.4Rev WCAG template, which is based on WCAG 2.0 and 2.1. The VPAT 2.4Rev WCAG template is available from the Information Technology Industry Council at <http://www.itic.org/policy/accessibility>.
- Payment Card Industry (PCI) Data Security Standards (DSS)
  - If recommended for award, shall illustrate compliance.
- SOC 2 Type II Certification

**If unable to provide a Certificate or Compliance Credentials for any of the above items: the firm must provide a plan and explanation of compliance and the plan of acquisition for the certificates (if applicable).**

**EXHIBIT 6  
PRICING SHEET**

*You may use your own Pricing Document. If you do, You must include all items presented in Exhibit 6 and must clearly label it "Exhibit 6: Pricing Sheet"*

**Failure to provide Exhibit 6 in your Proposal will result in your proposal being considered un-complying and will not be taken into consideration.**

Please fill out and attach the Exhibit 6 Excel sheet. PDF versions will be accepted; however, it is the City's Preference that Vendors use the Excel Sheet.

**EXHIBIT 7  
SECURITY QUESTIONNAIRE**

Please fill out the Security Questionnaire that has been uploaded as a separate file due to the file size.