



Pre-Proposal Conference

Digital Government Services
ITN # 22-001

Topics

- 1 Introductions and General Information
- 2 Vision, Desired Outcomes, Document Structure
- 3 Operating and Service Model
- 4 Business Model
- 5 Procurement Process
- 6 Solicitation Q&A
- 7 Closing and Next Steps

General Information

Disclaimer: SIPA will not be bound by any oral statement or representation contrary to the written specification of this solicitation. Any revision clarification of interpretations pertaining to this solicitation will be in writing and issued by SIPA as an Addendum.

Any changes or interpretation not in an Addendum will not legally bind SIPA.

Before we dive in, some rules of engagement ...

... muting

Zoom participants will be placed on mute to minimize feedback and other potential distractions

... all communications must go through Kara Finch

- All communications must go through the Single Point of Contact (SPOC)
- Communication with anyone other than the SPOC may result in disqualification of the response

... questions



- We have set up time to review your administrative questions at the end of the presentation; please hold the submission of questions until that time
- For those asking questions: Use the Chat functionality
- Today's answers will be verbal and tentative until SIPA submits written answers via Addendum

- Data room access will only be granted to the prime Offerors after-they complete the required Data Room Access NDA (ITN Attachment 3)
- Only accepting administrative questions during today's conference. Refer to ITN for details on submitting other questions
- SIPA may provide tentative verbal answers at the conference; answers are not considered official until they appear in writing on the [SIPA Website](#)
- Check the SIPA Website often for answers to questions, Addenda, and other procurement-related information

Introductions



Ajay Bagal
Executive Director



Catherine Kunst
Chief Operating Officer



Jerrod J. (JR) Roth
Chief Technology Officer



Kara Finch
Contract Manager &
Legislative Liaison



Will Carter
Solution Architect/
IT Project Manager

Vision and Desired Outcomes

Colorado Digital Government Services (DGS) Vision and Desired Outcomes

Colorado Digital Government Services Vision

A secure digital platform accessible from any device that provides a personalized, one-stop shop for citizens to engage with the government of Colorado in a simple, seamless user experience.

Desired Outcomes

Business Model Optimization

Self-funded model that provides SIPA with control of investments to create value

Service Innovation

New and improved services leveraging evolving technology continuously

Customer Focus

Service accessibility and ease of use for all citizens supported with great customer service

Transparency

Program visibility and partner relationship to co-create the evolution of digital services

Operating and Service Model

ITN Overview – Future State Operating Model

- **DGS Service Provider**

- **Portal Services**

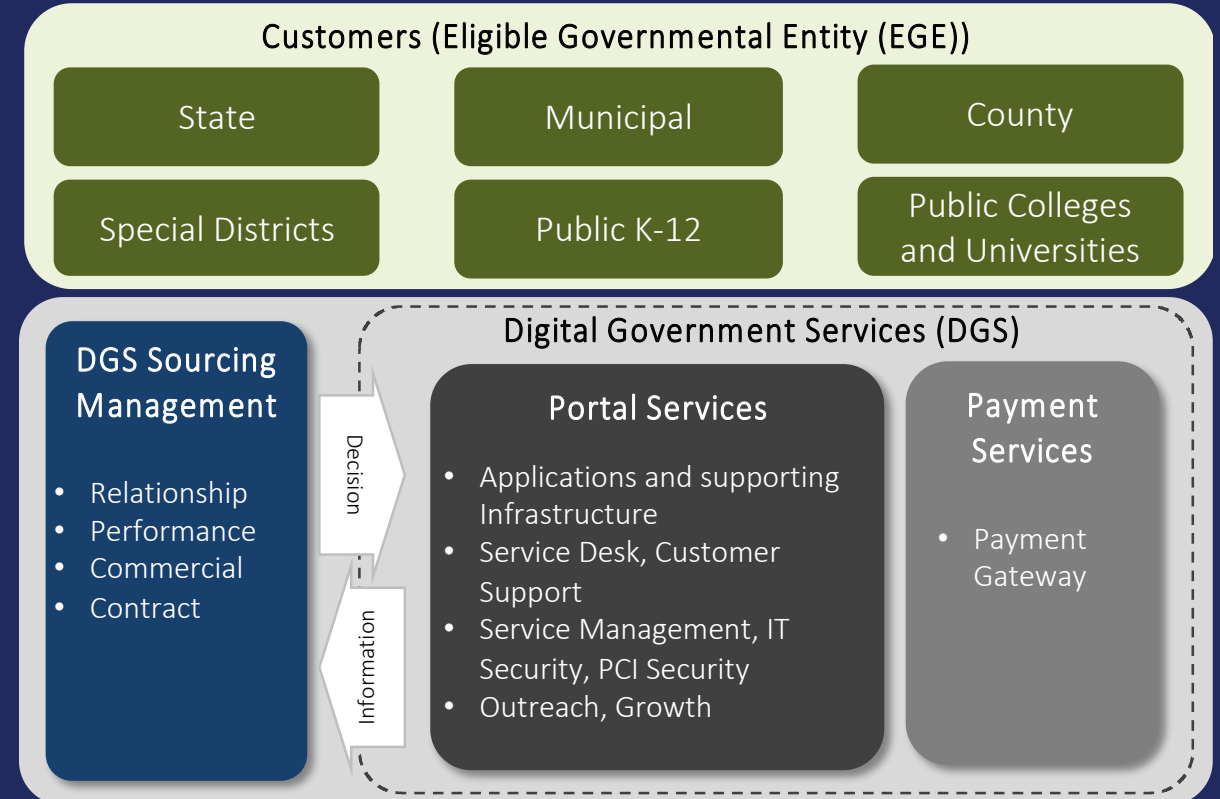
- Provides standard and custom web-based application development and maintenance
 - Provides infrastructure hosting services
 - Provides service desk support for Residents and customers
 - Markets DGS services to raise Resident awareness of SIPA DGS offerings

- **Payment Services**

- Provides payment capabilities for the DGS services

- **SIPA DGS Sourcing Management**

- Provides centralized management of DGS services



Service Takeover Expectations

- **Portal Services**

- **Proprietary Migration** – Convert proprietary applications and service operation functions to Service Provider's platform, including:
 - App Engine Applications;
 - App Engine with Payment Applications; and
 - AccessGov and Gov2Go Applications.
- **Walk-In Take Over (WITO)** – Conduct a WITO of all Applications and service operation functions that aren't migrating to the Service Provider's platform outside of the current data center, including:
 - Custom Applications;
 - Websites; and
 - Current data center Equipment or colocation arrangement.

- **Payment Services**

- Prior to Commencement, convert incumbent proprietary payment services, applications, and operation functions to the Service Providers' payment services.

Key Service Personnel

- Account Director (dedicated full time)
- Service Delivery Director (dedicated full time)
- Payment Services Director (dedicated full time)
- Business Office Director (dedicated full time)
- Security Director (dedicated full time)
- Transition Director (through Transition milestone completion)
- Technical Director (through Transition milestone completion)
- Other (Offeror proposed)

24-month commitment minimum from contract execution

Organization chart with clearly defined lines of authority and accountability for all management of aspects of the contract

Annual review of Service Provider team performance

Performance Model

The Performance Model is comprised of:

- Service Level Agreements: Critical and Key
- Critical deliverables: One-time and Recurring

Performance Incentives:

- Financial credit earnback opportunities
- Service Level Improvement Plans
- Continuous Improvement

Business Model

Business Model Overview

- Contract is self-funded. However, SIPA is shifting from a revenue share model to a consumption-based services model.
- Service Provider will provide monthly financial reports (Exhibit 4.2).
- Service Provider charges will be reported based on contractual rates (Exhibits 4.0 and 4.1).
- Transition charges and new projects will be paid from self-funded balance.
- Service Provider is responsible for collecting (including invoicing) and reporting revenue.
- Service Provider is responsible for cash flow.

ITN Overview – Exhibit 4.0

- **Financial Provisions**

- Fees
- Invoicing and Payments
- Financial Planning and Forecasting
- Volume Discount
- Personnel Projection Matrix

- **Charges**

- Categories
- Billing Month
- Resource Unit Charges
- Milestone Charges, including transition
- Rate Card Services
- Pass-Through Expenses
- New Services Charges

- **Resource Unit Definitions**

- Application Development
- Application Maintenance
- Cross-Functional
- Payment Services
- Other Charges
- Optional Services

ITN Overview – Exhibit 4.1 Pricing Structure

- Instructions
- Pricing Bridge
- Volume Discount*
- Summary Charges
- Payment Charges*
- Portal Charges*
- Optional Services*
- Transition Milestones*
- Rate Card*
- Rate Card Descriptions
- Pass-Through
- Assets
- Software
- Contracts
- Staffing*
- [Appendix](#)
- [Assumptions](#)

* Tab requires Offeror response by entering data in blue cells

Exhibit 4.1: Run Charges

Optional Services (\$)

Fill out blue highlighted areas of worksheet with the one-time unit rate charge.
Recurring Unit Rate Charges are Monthly Charges.

One-Time Unit Rate Charges	Base Term				
	Year 1	Year 2	Year 3	Year 4	Year 5
Website and Standard Applications					
Website - Simple					
Website - Medium					
Website - Complex					
Standard Application					
Standard Application					
Standard Application					

Payment Onboarding

Payment Onboarding

Digital Government Services Charges (Annual Amounts in \$)

Fill out blue highlighted areas of worksheet with annual fees for each service.
Application Charges should be based on Application workbook in Data Room.

Digital Government Services

Application Maintenance
Applications
Application Maintenance
Application Maintenance
Growth and Outreach
Cross-Functional Services
Third Party Paid Media

Total

Payment Services Charges (Annual Amounts in \$)

Fill out blue highlighted areas of worksheet with fixed rates for each payment service.
Unit rates may not exceed three decimal places.

Volumes	Base Term				
	Year 1	Year 2	Year 3	Year 4	Year 5
Estimated Total Transaction Count (Bankcard)	7,963,686	7,963,686	7,963,686	7,963,686	7,963,686
Estimated Total Transaction Count (ACH)	422,542	422,542	422,542	422,542	422,542
Resource Unit Rates					
ACH Fixed Unit Rate per Transaction	\$ -	\$ -	\$ -	\$ -	\$ -
Bankcard Fixed Unit Rate per Transaction	\$ -	\$ -	\$ -	\$ -	\$ -
Estimated Payment Services Service Charges					
ACH Fixed Unit Rate per Transaction	\$ -	\$ -	\$ -	\$ -	\$ -
Bankcard Fixed Unit Rate per Transaction	\$ -	\$ -	\$ -	\$ -	\$ -
Total Payment Services Charges	\$ -	\$ -	\$ -	\$ -	\$ -

Run Charges

Fill out blue highlighted areas of worksheet.

Exhibit 4.1: Transition Charges

Transition Milestone Charges (\$)

Fill out blue highlighted areas of worksheet with beginning and completion dates and Charges for each Transition Milestone.

Exhibit 3.1 Ref ID	Description	Total Charges
TBD	Transition Plan	\$ -
TBD	Transition Readiness Plan	\$ -
TBD	Service Management Manual (SMM) - 30 days prior to Commencement	\$ -
TBD	Evidence of Disaster Recovery Plan at Commencement	\$ -
TBD	Disaster Recovery Plans	\$ -
TBD	Disaster Recovery Strategy	\$ -
TBD	SIPA Portal	\$ -
		\$ -
TBD	SaaS Application Migration Charges (Non-Incumbent Offerors Only)	\$ -
Total Transition Charges		\$ -

Transition Charges

Fill out blue highlighted areas of worksheet for each Transition Deliverable.

Exhibit 4.1: Rate Card

Rate Card

Fill out blue cells. Additional resource categories may be added during the procurement process.

Rate Card

Provide hourly rates by labor category.

ADS Services will be charged in accordance with Exhibit 4, using a Payment Based Milestone structure.

AMS Services will be charged in accordance with Exhibit 4, using a Fixed Fee structure.

Additional changes may be made at a future phase of the procurement.

Rate Card (Productive Hour Rates) without Travel	Base Term					
	Year 1	Year 2	Year 3	Year 4	Year 5	
in \$USD						
Rate Card without travel						
Technical Specialist	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Documentation Specialist	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Test Analyst	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Business Systems Analyst	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Programmer	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Senior Systems Engineer	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Database Administrator	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Senior Business Systems Analyst	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Project Manager III / Test Program Manager	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Data Engineer	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Senior Manager	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Senior Applications Architect	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Senior Business Consultant	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Travel Rates						
Daily	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Weekly	\$ -	\$ -	\$ -	\$ -	\$ -	\$
Monthly	\$ -	\$ -	\$ -	\$ -	\$ -	\$

Exhibit 4.1: Personnel Projection Matrix (Staffing)

Personnel Projection Matrix (PPM)									
Informational purposes only									
Fill out blue highlighted areas of worksheet with average FTE counts for each service per period.									
The Name/Role table must reconcile to Exhibit 2.4 - Key Personnel (full organization chart).									
The Service and Name/Role tables must reconcile for total staff by month.									
Service	Year 1 Transition								Month 9
	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	
Application Development Services	-	-	-	-	-	-	-	-	
Application Maintenance Services	-	-	-	-	-	-	-	-	
Growth and Outreach Services	-	-	-	-	-	-	-	-	
Payment Services	-	-	-	-	-	-	-	-	
Cross-Functional - Service/Help Desk	-	-	-	-	-	-	-	-	
Cross-Functional - Other	-	-	-	-	-	-	-	-	
Subtotal	-	-	-	-	-	-	-	-	
Optional - RESERVED for future phase	-	-	-	-	-	-	-	-	
Total	-	-	-	-	-	-	-	-	
Name/Role	Year 1 Transition								Month 9
	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	
Account Director	-	-	-	-	-	-	-	-	
Service Delivery Director	-	-	-	-	-	-	-	-	
Payment Services Director	-	-	-	-	-	-	-	-	
Technical Director	-	-	-	-	-	-	-	-	
Business Office Director	-	-	-	-	-	-	-	-	
Security Director	-	-	-	-	-	-	-	-	
Transition Director	-	-	-	-	-	-	-	-	
To Be Added by Offeror	-	-	-	-	-	-	-	-	
To Be Added by Offeror	-	-	-	-	-	-	-	-	
To Be Added by Offeror	-	-	-	-	-	-	-	-	
To Be Added by Offeror	-	-	-	-	-	-	-	-	
To Be Added by Offeror	-	-	-	-	-	-	-	-	

Fill out blue highlighted areas of worksheet.

Procurement Process

ITN Schedule, Structure, Responses, and Evaluations

Contact with SIPA Personnel

- Offerors and all offeror representatives shall not attempt to discuss the contents of this ITN with any employees, contractors, representatives of SIPA, or SIPA Board of Directors.
- Failure to observe this restriction may result in disqualification of any related Response.

ITN Schedule

Activity	Date
Pre-Proposal Conference	April 14, 2022
Data Room Available*	April 14, 2022
Deadline for Submitting ITN Questions	May 6, 2022, 2:00 p.m. Local Time
Deadline for Submitting Response	May 20, 2022, 3:00 p.m. Local Time
Evaluation, Clarification, and Amended Responses	May 2022 – July 2022
Due diligence, final negotiations	August 2022 – November 2022

*Data room access will only be granted to the prime Offerors who complete Data Room Access NDA. SIPA anticipates provisioning access 2-3 business days from receipt of completed NDA.

Document Structure

ITN Table of Contents

Response Management ITN

Invitation to Negotiate

- Attachment 1 Exceptions
- Attachment 2 Offeror Information
- Attachment 3 Data Room Access NDA

ITN Sections

- Introduction
- Scope
- General Information
- Evaluations, Negotiations, and Award
- Appendix: Summary Response Package Files

Agreement Structure

Master Services Agreement *Key Terms and Conditions*

The ruling document that sets commitments, boundaries, tenor of relationship, and sets forth overarching terms and conditions.

Exhibit 1 *Operating Model*

- Exhibit 1.1 Definitions
- Exhibit 1.2 Governance Model
- Exhibit 1.3 Service Management Manual

Exhibit 2 *Service Model*

- Exhibit 2.1.1 Cross Functional SOW
- Exhibit 2.1.2 Payment Services SOW
- Exhibit 2.1.3 Portal Services SOW
- Exhibit 2.1.4 Cross-Functional Services Solution
- Exhibit 2.1.5 Payment Services Solution
- Exhibit 2.1.6 Portal Services Solution
- Exhibit 2.1.7 Transition Services Solution
- Exhibit 2.2 Termination Assistance Services
- Exhibit 2.3 IT Service Continuity Management
- Exhibit 2.4 Key Personnel

Exhibit 3 *Performance Model*

- Exhibit 3.0 Performance Model
- Exhibit 3.1 Service Levels, Deliverables, and Reports
- Exhibit 3.2 Service Level Definitions
- Exhibit 3.3 Satisfaction Surveys

Exhibit 4 *Business Model*

- Exhibit 4.0 Business Model
- Exhibit 4.1 Pricing Structure
- Exhibit 4.2 Financial Reporting

Response Packages

ITN Section 5.1: Summary Response Package Files

Reminder that SIPA created ITN Section 5.1 as a summary of response documents by section and response package for Offeror's use as a checklist to confirm required materials are included in your response

Reminder that submission of the response documents shall be sent to – itn@cosipa.gov

- DO NOT submit to or copy anyone else on this submission.

Reminder that all electronic files submitted must be created (or fully compatible) with Microsoft Office 365 – Offerors shall not submit PDF files

5.1. Summary Response Package Files

Table 7: Summary of Response Package Files

Response Package 1 Administrative		
	ITN Reference	Form of Response
1	Transmittal Letter and Executive Summary	"ABC Executive Summary.docx"
2	ITN Attachment 1: Exceptions	"ABC Attachment 1 Exceptions.docx"
3	Redlined Master Services Agreement	"ABC MSA Exceptions.docx"
4	ITN Attachment 2: Offeror Information	"ABC Attachment 2 Offeror Info.docx"
5	Financial Information	"ABC Financial Information (.docx or .pdf)"
6	Addenda to the ITN	"ABC Addenda (.docx or .pdf)"
Response Package 2 Service Requirements		
	ITN Reference	Form of Response
7	Exhibit 2.1.4 Cross-Functional Services Solution	"ABC Exhibit 2.1.4 CF Solution.docx"
8	Exhibit 2.1.5 Payment Services Solution	"ABC Exhibit 2.1.5 Payment Solution.docx"
9	Exhibit 2.1.6 Portal Services Solution	"ABC Exhibit 2.1.6 DGS Solution.docx"
10	Exhibit 2.1.7 Transition Services Solution	"ABC Exhibit 2.1.7 Transition Solution.docx"
11	Offeror Transition Project Plan	"ABC Transition Project Plan.mpp."
12	Exhibit 2.4 Key Personnel	"ABC Exhibit 2.4 KeyPersonnel.docx"
Response Package 3 Pricing		
	ITN Reference	Form of Response
13	Exhibit 4.1 Pricing Structure	"ABC Exhibit 4.1 Pricing Structure.xlsx"

<End of ITN>

Exceptions to Requirements

- Offerors shall use ITN Attachment 1: Exceptions to note any exception to any standard provision, term, or condition specified in the ITN. Offerors are required to follow instructions for inserts and strikethroughs in MS Excel. Offerors must ALSO submit a redlined MSA aligned with the ITN Attachment 1 response document.
- Offerors should note that SIPA expects each Offeror to comply with the requirements of this ITN as written, and to price its Offer accordingly. SIPA strongly discourages any Offeror from indicating that it does not agree or does not comply with a provision because the Offeror is unwilling to price and solution to the defined requirements (for risk, liability, IP Rights, or any other reason).
- If Offeror fails to note any exception within its Response, Offeror will not be allowed to request an exception throughout the remainder of the solicitation process. No exceptions will be considered after negotiations or contract award.

Procurement Process

Disqualification of Offers

- Failure to submit on or before due date and time;
- Failure to submit the Offer via email to the Single Point of Contact;
- Failure to sign Offeror Information Offer Form; and/or
- Failure to complete Financial Information
- Failure to submit questions, inquiries, etc. to Kara Finch (do not discuss with any employees, contractors, representatives of SIPA, or SIPA Board of Directors)

Evaluation Process

Step 1: Pass/Fail Criteria

- Financial Information is a Pass/Fail review conducted by SIPA; and
- Completion and signing of ITN Attachment 1 Offeror Information Form

Evaluation Process

Step 2: Response Evaluation

SIPA will use the following criteria to determine the best value for the SIPA and our Customers:

Criteria	Factors
Solution Quality	<ol style="list-style-type: none">1. Solution Clarity and Effectiveness2. Process Maturity and Completeness3. Flexibility of Approach4. Transition Approach and Plan
Experience and Past Performance	<ol style="list-style-type: none">1. Demonstrated Experience with Similar Scale and Complexity2. Offeror References3. Proposed Account Organization4. Personnel Quality and Experience
Commercial Proposal	<ol style="list-style-type: none">1. Business Case2. Requirements Acceptance

Evaluation Process

- Step 3 – Clarification Sessions

- SIPA reserves the right to invite selected Offerors to clarification sessions, enter into discussions and negotiations, and request revised proposals as necessary to determine the Offeror that can best meet the goals and objectives of the solicitation as stated in the service requirements.
- Upon completing evaluation Step 2, SIPA will determine which Offers are in the competitive range and may send invitations to participate in clarification sessions. Offeror(s) shall present their overall proposal, provide responses to clarifying questions from SIPA, and additional agenda items provided by SIPA.
- SIPA will advise each Offeror in writing of the location (physical or virtual), date, and time of the scheduled clarification session. A minimum of one week notice will be given to the Offeror(s) selected for the clarification sessions. Attendance is mandatory. Failure to attend at the location, date, and time designated by SIPA will disqualify the response submitted by the Offeror.

Evaluation Process

- Step 4 – Discussions/Revised Offer (if requested).
 - Upon completing evaluation Step 3, SIPA may select Offerors that represent best value or if desired, SIPA may enter into discussion sessions and request revised proposals based upon those discussion sessions. This will not include negotiations. Offerors will have the opportunity to submit a revised proposal pursuant to SIPA instructions provided. Offeror's revised proposals will be evaluated and scored by the SIPA evaluation team. SIPA will advise each Offeror in writing of the location (physical or virtual), date, and time of the scheduled discussion. A minimum of one week notice will be given to the Offeror(s) selected for the discussion phase. Attendance is mandatory. Failure to attend at the location, date, and time designated by SIPA will disqualify the Offer submitted by the Offeror.
 - SIPA may provide the Offeror with a list of proposed key personnel required to attend and participate in the meeting. SIPA reserves the right to invite Offeror(s) to commence negotiations.
- Step 5 – Negotiations (if requested).
 - Upon completing evaluation Step 4, SIPA may seek to enter into negotiations with select Offerors. Negotiations, if requested, will be conducted at the location (physical or virtual) designated by SIPA on the date and time mutually agreed upon between the Offeror and SIPA.

Questions

- Only accepting administrative questions during today's conference.
- Refer to ITN for details on submitting other questions.

Conference Recap/Closing

Nothing said here today will alter the ITN requirements unless specifically addressed in an Addendum.

An Addendum will be issued in the next couple of business days, to include:

- Pre-proposal conference materials,
- These slides,
- Attendee lists, and
- The question/answer document.

Response Tips

1. Check the SIPA Website regularly for any Addenda and updates.
2. Don't wait until the last minute to submit response.
3. Ensure that all required materials are included in your Response.
4. Price anything that is solutioned. Options that are not priced must be clearly indicated in your Response.
5. Propose "real" people for Key Personnel.
6. Ensure that Legal and Business work together on exceptions.
7. Document any and all assumptions.
8. Do a final read of your documents prior to submittal.

Conference Recap/Closing

- All questions, inquiries, etc., should be directed to Kara Finch only
- Deadline for submitting questions: May 6, 2022
- Answers to the questions you heard here today are not final until posted to the [SIPA Website](#).
- It is your responsibility to check the [SIPA Website](#) regularly for any updates.
- Responses are due 3:00 p.m. M.S.T., May 20, 2022
- Point of Contact:
Kara Finch
Phone: 720-208-0179
Email: itn@cosipa.gov

**Thank you for your participation and
interest in this solicitation effort.**