



**ARAPAHOE COUNTY**

**Arapahoe County Finance Department  
Purchasing Division  
5334 South Prince Street  
Littleton, Colorado 80120**

**REQUEST FOR QUALIFICATIONS  
COVER SHEET**

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Solicitation Number: 22-44  
Solicitation title: **CMS Content Management System**  
Issued: September 9, 2022  
Question deadline: September 22, 2022, 2:00 p.m. on  
[www.bidnetdirect.com/colorado](http://www.bidnetdirect.com/colorado)  
Please only enter one question per line #.  
  
Qualifications will be received until: **October 6, 2022, 2:00 p.m. on**  
**[www.bidnetdirect.com/colorado](http://www.bidnetdirect.com/colorado)**  
**Please submit (1) pdf with the Contractor name as**  
**the 1<sup>st</sup> word in the document name.**  
  
Goods or services to be delivered to or performed at: Arapahoe County (address if applicable)  
Administrative questions not related to scope: Nancy Allen, Purchasing Manager  
Email Address: [nallen@arapahoegov.com](mailto:nallen@arapahoegov.com)  
Contact with the requesting department may result in Contractor disqualification.  
Documents included in this package: Request for Qualifications

**PURPOSE OF THIS SOLICITATION:** Arapahoe County is seeking Requests for Qualifications (RFQ) for a Content Management System (CMS) and services from qualified vendors. The goal of the RFQ is to identify a qualified partner that will provide the industry-best standard CMS platform and services that provide accessibility, tools supporting cutting-edge web design and functionality, and technology allowing for integration capabilities.

**THE FOLLOWING INFORMATION MAY BE FOUND ON THE COUNTY PURCHASING WEB SITE:**

- Arapahoe County General Terms and Conditions
- Sample Agreement for RFQs

<https://www.arapahoegov.com/Purchasing>

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**REQUEST FOR QUALIFICATIONS**

**SPECIAL TERMS AND CONDITIONS.**

1. Purpose of Solicitation: Arapahoe County, the "County", is issuing this Solicitation for the purpose of purchasing a solution to update Arapahoe County's Content Management System. It is understood and agreed that the County may, during the term of the awarded agreement, request additional services be performed by the successful Contractor(s) at other locations within the County. This option, if exercised, is the prerogative of the County and shall be honored by the Contractor(s) throughout the contract period. No guarantees are made that additional services will be requested.

2. Prices proposed by the Contractor shall remain fixed and firm during the term of the awarded agreement. The term shall commence upon the date specified in the awarded agreement or purchase order and shall remain in effect until such time as all items/services purchased in conjunction with this Solicitation have been delivered and accepted by the County's authorized representative. It shall be understood and agreed that any warranty period which exceeds this term shall remain in full force for the duration of the warranty period.

3. Option to Renew for Subsequent Years: The prices or discounts quoted in this Solicitation shall prevail for one year from the effective date of the contract, at which time the County shall have the option to renew the contract for six (6) additional one-year periods; provided that the Contractor provided satisfactory performance during the contract period. Continuation of the awarded agreement beyond the initial period is a County prerogative and not a right of the Contractor. During the option period, the County will consider an adjustment to the pricing structure. For consideration, the Contractor must document that it was subject to a price adjustment by the product manufacturer or a direct wholesale supplier. Any price adjustments shall not exceed the amount being passed on.

4. Contractors are prohibited from directly or indirectly communicating with the Arapahoe County Board of County Commissioners regarding their qualifications or any matter related to the eventual award of a contract for the good and/or services requested in this Solicitation. Contractors are prohibited from contacting County employees or evaluation committee members regarding their qualifications or the award of a contract unless in response to an inquiry from an employee or committee member as part of the formal evaluation process outlined in the Solicitation. Any violation of these provisions will result in the Contractor's immediate disqualification from the selection process.

5. In its Response, Contractor shall be required to identify any and all sub-contractors that will be used in the performance of an awarded agreement resulting from this Solicitation. Contractor shall also identify the capabilities, experience, and portion of the work to be performed by any sub-contractor(s). The competency of the sub-contractor(s) with respect to skill, responsibility, and business standing will be considered by the County when making the award in the best interest of the County.

6. Responses to this Solicitation are considered to be working documents while they are under consideration and, as such, are not subject to official bid openings. The only information released at the public opening of Responses to this Solicitation will be the names of the respondents. Only after staff makes an official recommendation of award and an agreement is fully executed will Responses to this Solicitation be available as public record.

7. Cooperative Purchasing. The County encourages and participates in cooperative purchasing endeavors undertaken by or on behalf of other governmental agencies including the Multiple Assembly of Procurement Officials (MAPO) and the Cooperative Educational Purchasing Council (CEPC). We hereby request that any member of MAPO/CEPC/Colorado governmental agency be permitted to avail itself of any awarded agreement and purchase, as specified by the awarded agreement resulting from this Solicitation, at the contract prices established therein. Each governmental entity shall establish its own contract, issue its own orders, be invoiced directly, make its own payments, and issue its own exemption certificates as required. It is understood and agreed that the County is not a legally binding party to any other contractual agreement made between another governmental entity and the successful Contractor as a result of this Solicitation. The County shall not be liable for any costs or damages incurred by any other entity.

8. Software Piracy Prohibition. The County or other public funds payable under any awarded agreement shall not be used for the acquisition, operation, or maintenance of computer software in violation of federal copyright laws or applicable licensing restrictions. Contractor hereby certifies and warrants that, during the term of any awarded agreement and any extensions, Contractor has and shall maintain in place appropriate systems and controls to prevent such improper use of public funds. If the County determines that Contractor is in violation of this provision, the County may exercise any remedy available at law or in equity or under the awarded agreement, including, without limitation, immediate termination of the agreement and any remedy consistent with federal copyright laws or applicable licensing restrictions.

9. Insurance. Contractor agrees to procure and maintain, during the life of any awarded agreement, a policy, or policies of insurance against all liability, claims, demands, and other obligations assumed by the Contractor. Contractor shall procure and maintain, during the life of the agreement, for itself and any sub-Contractor, the minimum insurance coverages required by the awarded agreement. The certificate of insurance provided by the selected Contractor shall be completed by the Contractor's insurance agent as evidence that policies providing the required coverages, conditions, and minimum limits are in full force and effect and shall be reviewed and approved by the County prior to commencement of the agreement. No other form of certificate shall be used. The certificate shall identify the awarded agreement and the coverages afforded under the policies. **The certificate of insurance must be on file with the County prior to commencement of the agreement.** The completed certificate of insurance must be sent to:

Jhanadu Garza, Risk Manager  
[JGarza@Arapahoe.gov](mailto:JGarza@Arapahoe.gov)  
5334 S. Prince St.  
Littleton, CO 80120

#### **ADMINISTRATIVE INFORMATION.**

1. Arapahoe County officially distributes Solicitation documents through the **Rocky Mountain E-Purchasing System Bidnetdirect.com/Colorado**. **Copies of solicitations obtained from any other source are not considered official copies.** Only those Contractors who obtain Solicitation documents from the Rocky Mountain E-Purchasing System will be in receipt of officially posted and relevant information regarding solicitations issued by the County. The County cannot be held responsible for incorrect information, nor can it attest to the accuracy of information, found on websites other than the Rocky Mountain E-Purchasing System.

2. Questions which arise during the Response preparation period regarding issues around this Solicitation, purchasing, and/or award should be directed electronically, via the Rocky Mountain E-Purchasing system. Contractor submitting the question(s) shall be responsible for ensuring that the question(s) is received by the date and time listed above in the schedule of activities for submitting any question(s). Please only enter one question per line on the Bidnetdirect.com/Colorado web site.

3. The County shall issue a written addendum if substantial changes which impact the technical submission of Responses are required. Addenda will be posted on the Rocky Mountain E-Purchasing System web site (Bidnetdirect.com/Colorado). Contractors are responsible for revisiting this website prior to the Solicitation due date.

4. Contractors may Response a cash discount for prompt payment. If the Contractor does not enter a percentage discount, it is hereby understood and agreed that the payment terms shall be net thirty (30) days, effective on the date that the County receives an accurate invoice or accepts the products, whichever is the later date. Payment is deemed to be made on the date of the mailing of the check or electronic transfer.

5. Method of Award - Best Evaluative Score Based on Written Response. The County is a best value agency. The intent of the County to award this Solicitation to the lowest responsive responsible proposer that meets or exceeds the specifications and requirements as determined by the County's Evaluation Committee.

6. It will likely be in the best interest of the County and the Evaluation Committee to invite a limited number of Contractors who received the highest scores during the written phase to provide an oral presentation and discussion. The number of Contractors who may be invited to participate in this discussion will be determined by the Evaluation Committee at its sole discretion.

**The County reserves the right to conduct negotiations and “sand box” testing of products with Contractors and to accept revisions of Responses. During this negotiation period, the County will not disclose any information derived from Responses submitted, or from discussions with other Contractors. Once an award is made, the Solicitation file and Responses contained therein are in the public record.**



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**REQUEST FOR QUALIFICATIONS  
SPECIFICATION FORM**

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**I. BACKGROUND**

Arapahoe County has a population of 651,215 people which includes 254,250 households. Arapahoe County spans 806 square miles. The western part of the County is mostly urban with residential, retail, office and industrial areas, while the eastern portion is mostly rural. Littleton, our County seat, along with Aurora, Bennett, Bow Mar, Centennial, Cherry Hills Village, Columbine Valley, Deer Trail, Englewood, Foxfield, Glendale, Greenwood Village and Sheridan make up the 13 incorporated communities of Arapahoe County. There are nine school districts within the county and 450 local improvement and service districts. Within the County these special districts provide Arapahoe County residents with a variety of attractive residential choices, excellent parks, greenbelts and trail systems, and public utilities, including water, storm water and sanitation services.

The County is governed by an elected Board; the Board of County Commissioners. They oversee the County by serving as an administrative and policy-making body. The five-member Board approves the budget, hires staff, oversees land-use planning and development and administers county services.

The County employs 2,153 employees who provide services to the citizens of Arapahoe County. Sixteen offices/departments make up the County structure. The Sheriff's Office is our largest office consisting of 791 employees. Arapahoe County maintains 1,675 miles of roads.

**II. SCOPE OF WORK**

Arapahoe County is seeking Requests for Qualifications (RFQ) for a Content Management System (CMS) and services from qualified vendors. The goal of the RFQ is to identify a qualified partner that will provide the industry-best standard CMS platform and services that provide accessibility, tools supporting cutting-edge web design and functionality, and technology allowing for integration capabilities. These features will assist Arapahoe County in building a hub for digital communication efforts and allow us to organize, publish, and distribute information and services to our residents and staff through websites and other digital solutions. Additionally, the County is looking for an innovative partner to provide research and analysis on our current CMS as well as our residents to provide solutions and recommendations to implement an enhanced digital and web services platform.

The selected partner will work with the Arapahoe County staff, the CMS Project Management team, and the CMS Consulting Committee to review existing public-facing websites and digital engagement tools. Our end goal is consolidation of existing sites and tools to reduce redundancies, streamline management, develop workflow process, avoid duplication of sites/efforts, and ensure that future sites are strategically implemented to meet the unique needs of our residents. Additionally, Arapahoe County would like information on competitive advantages and tools the partner may offer such as digital engagement tools.

**Partners interested in being considered should prepare a statement of qualifications including:**

- Provide three links and references for similarly sized government entities for which you have implemented your solution within the last two years.
- What are your options or tiers on the pricing structure of maintenance and ongoing support for all reoccurring maintenance costs (i.e., by size of overall content storage needs vs. number of sites and or pages)?
- What are your options or tiers for expansion of services, such as new sites or subsites?
- Please describe the analytics and reporting capabilities of the solution that will allow Arapahoe County to make informed decisions with data regarding end-user behaviors.
- Please describe the solutions search capabilities including any AI/ML tools or natural language processing.
- Please describe your unique features and capabilities that provide you with competitive advantage.

**Please answer the following “Yes or No” questions:**

1. Will you provide a live demonstration of the solution? Yes or No
2. Will you offer us the option to get hands-on experience with the solution? Yes or No
3. Is the solution cloud-based? Yes or No  
If no, please describe how/where the solution would be hosted on an attached sheet numbered “3”.
4. Does the solution meet all current regulatory requirements for accessibility (including C.R.S. § 24-85-101 *et seq.*, Information Technology Access for Individuals Who Are Blind or Visually Impaired)? Yes or No
5. Will the solution meet all future regulatory requirements for accessibility? Yes or No
6. Does the solution provide for current industry-best standard CMS functionality allowing for ease of web design such as page templates, CSS stylesheets, image formatting, spell-check function, etc.? Yes or No  
If yes, please describe examples of current functionality as well as future/road-map functionality that will be released soon on an attached sheet numbered “6”.
7. Does the solution provide for all industry-standard cybersecurity protections, identifications, disaster recovery/backup and recovery, and incident reporting? Yes or No
8. Does the platform have an integrated, easy-to-use, or WYSIWYG-type content management solution specifically geared toward employees with little to no web or technical background? Yes or No
9. Does the platform include a solution that easily identifies broken links (both internal and external)? Yes or No
10. Can the vendor complete research and analysis of the County’s residents to make recommendations on configuration, best practices, and design elements to meet the unique needs and preferences of our residents? Yes or No  
If yes, please describe how you will conduct your research and analysis on an attached sheet numbered “10.”
11. Does the solution allow for Microsoft Active Directory integration and authentication for assigning roles and permissions within the solution? Yes or No  
If no, please describe how roles and permissions are handled on an attached sheet numbered “11”.

12. Does the solution provide functionality supporting integrations with Arapahoe County's Enterprise systems through APIs (e.g., ArcGIS/ESRI)?  
If no, please describe how the solution will allow the County to provide online access to County resources for our residents on an attached sheet numbered "12".
13. Are all version upgrades (major and minor), patches, bug fixes, service-level agreements, and training included in implementation and the ongoing maintenance costs to keep the County on the most current version of the solution? Yes or No
14. Does the partner offer data-migration services? Yes or No  
If yes, please provide a high-level description of the service and/or ranges of costs on an attached sheet numbered "14".
15. Does the partner offer ongoing training opportunities through a knowledgebase, self-service, up-to-date documentation, and other community based-type forums for the County staff? Yes or No
16. Is the solution both device- and web browser-agnostic to render pages correctly and be easily viewable? Yes or No
17. Does the solution support content translation in multiple languages? Yes or No  
If yes, please describe on an attached sheet numbered "17".
18. Does the solution support custom code and embedded functionality within page(s) and globally? Yes or No  
If yes, please describe on an attached sheet numbered "18".

Arapahoe County is not placing a page limit on your submissions; however, please keep your responses concise and to the point.

### **III. REQUIRED DOCUMENTATION :**

#### **COMPANY INFORMATION & EXECUTIVE SUMMARY**

- 1) Profile of the Firm – Include the following for the office this work would originate from:
  - a. Identify the points that make your firm uniquely qualified for this engagement.
  - b. Provide resumes for primary staff assigned to this engagement.
  - c. Provide any substantiated complaints against the firm in the last 3 years and any outstanding litigation.

#### **SIGNATURE FORMS**

- 1) Completed RFQ Submission Form
- 2) Certificate of Liability Insurance if applicable

#### **The Evaluation Committee will score Responses based on the following criteria:**

- 1) Operations, Maintenance & Required Services (40 points)
- 2) Application Functionality & Analytics and Reporting (What should the solution provide) (40 points)
- 3) Implementation & Training (15 points)
- 4) References (5 points)
- 5) Pass or Fail - Accessibility & Security



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**REQUIRED SUBMITTAL FORM**

**SUBMITTED BY:**

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

Contact Names: Sales/Customer Service: \_\_\_\_\_

\_\_\_\_\_

Address: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email(s): \_\_\_\_\_

The undersigned hereby affirms that:

- He/she is a duly authorized agent of the Contractor;
- He/she has read all Terms and Conditions and technical specifications made available in conjunction with this solicitation and fully accepts and acknowledges this Response is consistent with the specifications and terms and conditions, unless specific variations have been clearly and expressly listed in the Response.
- The Response is in all respects fair, without outside collusion or otherwise illegal action.

By \_\_\_\_\_  
Signature of Authorized Agent      Date      FEIN

\_\_\_\_\_  
Typed/Printed Name of Agent      Title of Agent      Agent email

**PAYMENT TERMS:** If the Contractor does not accept a percentage discount, the County standard is net thirty (30) days after the date that the County receives an accurate invoice and has accepted the product or service. Payment is the date of the check mailing or date of the credit card transaction.

Discount: \_\_\_\_% \_\_\_\_ Days,    Net: 30 Days,    Accept Visa without additional fee? \_\_\_\_\_

**VARIATIONS:** The Contractor shall identify all variations and exceptions to any Solicitation documents. Submittal of a Contractor's contract is considered excessive in Variations and may be cause for determining that the Response is non-responsive and ineligible for award. For each variation listed, reference the applicable section of the solicitation document as per the example below. **If no variations are listed here, it is understood that the Contractor's Response fully complies with all terms and conditions.** Attach additional Variation sheets in the same format as below.

Page #: \_\_\_\_\_ Item # or Section: \_\_\_\_\_ Variance \_\_\_\_\_

\_\_\_\_\_



**SUBMITTAL INSTRUCTIONS:**

Responses shall be submitted in the order listed below with each section clearly identified.

- ☐ Submit questions and submittal ON-LINE at BidnetDirect.com before the deadline. **Only one question per line allowed.**
- ☐ Cover & Executive Summary. Detail Firm's and employees' Capabilities and Experience
- ☐ Details of Response – Proposed products & services, implementation timeline and warranties.
- ☐ Completed Submittal Forms including on page 8 and this page 9.
- ☐ Pricing – All fee and costs associated with the Response.
- ☐ Insurance – Checking this box accepts that the insurance requirements listed by the County are acceptable unless listed in the variations on the previous page.
- ☐ CONFIDENTIAL information, if any, MUST be stamped as such on each page and submitted separately.
- ☐ Please initial to acknowledge Addenda, if any, have been considered in your Response:

#1 \_\_\_\_\_ #2 \_\_\_\_\_ #3 \_\_\_\_\_ #4 \_\_\_\_\_ #5 \_\_\_\_\_

**REFERENCES:**

- ☐ Check here if Contractor's standard reference sheet is attached, otherwise, use the space below.

Name: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No: \_\_\_\_\_ Email: \_\_\_\_\_

Describe type of work/service performed or items supplied: \_\_\_\_\_

\_\_\_\_\_

Name: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No: \_\_\_\_\_ Email: \_\_\_\_\_

Describe type of work/service performed or items supplied: \_\_\_\_\_

\_\_\_\_\_

Name: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No: \_\_\_\_\_ Email: \_\_\_\_\_

Describe type of work/service performed or items supplied: \_\_\_\_\_

\_\_\_\_\_

**Arapahoe County must have on file a completed W-9 prior to doing business with contractors.**