



# COLORADO

## Department of Human Services

### Documented Quote Request

### MINDSOURCE Website Hosting, Updates, Support, Maintenance, and Graphic Design

DQ1 IHFA 2026000108

October 14, 2025

### Basic Information and Timeline

<b>Single Point of Contact</b>	Shannon Robinson, <a href="mailto:shannon.robinson@state.co.us">shannon.robinson@state.co.us</a>
<b>Solicitation Description</b>	Website hosting, support, maintenance, and graphic design.
<b>Eligibility</b>	Any vendor able to provide the requested services.
<b>Service/Delivery Area</b>	Statewide
<b>Anticipated Contract Start Date</b>	October 1, 2025 or as soon as possible following award notification.
<b>Anticipated Contract Term</b>	<p>Initial Term: Award Execution - September 30, 2026</p> <p>The resulting purchase order may be renewed for up to an additional four years at the sole discretion of the State, contingent upon funds being appropriated, budgeted, and otherwise made available, and other contractual requirements, if applicable, being satisfied.</p> <p>Optional Renewals:</p> <p>October 1, 2026 - September 30, 2027</p> <p>October 1, 2027 - September 30, 2028</p> <p>October 1, 2028 - September 30, 2029</p> <p>October 1, 2029 - September 30, 2030</p>
<b>Submission Method</b>	Electronic. See "How to Submit a Bid" below.
<b>Questions Due Date</b>	October 20, 2025, 5:00 p.m. MT
<b>Responses Posted to VSS</b>	October 27, 2025

<b>Quote Due Date and Time</b>	November 5, 2025, 5:00 p.m. MT
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All dates and times are subject to change and are in Mountain Time.

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### A. Quick Resources

1. For questions about this solicitation, contact the Single Point of Contact identified above.
2. For help with Vendor Self Service (ColoradoVSS), contact the Vendor Self Service Help Desk [vsshelpp@state.co.us](mailto:vsshelpp@state.co.us) or 303-866-6464.
3. For information about doing business with the state of Colorado generally, go to: <https://osc.colorado.gov/spco/accesscolorado>.
4. The Department is always interested in improving. Please take this survey at any time:  
<https://docs.google.com/forms/d/e/1FAIpQLScIgv9lgrT3x5AGzcvT1xkvpucrRhhN5QJ23vLcbyfvc2smaw/viewform>  
(We do actually read the responses)

### B. Introduction and Background

MINDSOURCE - Brain Injury Network (MINDSOURCE), operating under the Colorado Department of Human Services (CDHS), is the designated lead State agency on brain injuries and serves as the umbrella entity for three distinct programs/functions: 1) manages the Colorado Brain Injury Trust Fund, 2) provides training and technical assistance regarding brain injury for public and private entities, 3) and manages the federal traumatic brain injury grant. MINDSOURCE fulfills these roles through training, technical assistance and capacity building throughout Colorado and is dedicated to brain injury research, awareness as well as identification, understanding and support for all those affected by brain injury in Colorado.

The following websites, [MINDSOURCEColorado.org](http://MINDSOURCEColorado.org) and [MindYourBrainCO.org](http://MindYourBrainCO.org), are the program's primary source of information provided to the public. All websites owned by MINDSOURCE are used to create a hub of information and resources for people living with brain injury, caregivers, and organizations. The domain and hosting rights to all websites owned by MINDSOURCE will need to be obtained and maintained throughout the entire term of this project. Utilization of the web platform and support for the program and its staff in content management through technical assistance, training, and support, is required. The awarded vendor will be responsible for providing increased support for special projects (e.g., Brain Injury Awareness Month).

The awarded vendor will also need to have an understanding of the program's responsibilities for all aspects of the brain injury community from public policy and research to technical assistance and brain injury information and education and will be expected to communicate with the MINDSOURCE staff on an on-going basis.

### C. How to Submit a Quote

1. **In General.** Email the quote, Signature Page, and any other required documents in one zip file as an attachment to this email address: [SR\\_DQ\\_I.t02oc5w6cljfu71u@u.box.com](mailto:SR_DQ_I.t02oc5w6cljfu71u@u.box.com) Please be aware of email server file size limitations. The maximum file size the Department can accept is 15 GB.
2. **Only Attachments.** Only the zip file goes through. The Department cannot see any text or messages sent to the email address identified above. Written questions may be emailed to the Single Point of Contact.
3. **File Names.** The zip file name should start with the solicitation type, solicitation number, and vendor name (e.g., "DQ 2026000108 Vendor Name..."). Vendors may include additional information in the zip file name.
4. **Timing.** The zip file typically uploads within five minutes; however, vendors should submit zip files at least thirty minutes prior to any deadline to ensure the file is received.
5. **Confirmation.** Vendors will receive an email confirmation from box.com that the zip file was uploaded correctly. If not, please contact the Single Point of Contact.
6. **No Encryption.** Do not encrypt emails sent to the submission email as it may prevent full submission.
7. **Pre-bid Conference.** There will not be a pre-bid conference.
8. **Questions.** Vendors may submit questions by email to the Single Point of Contact prior to the Questions Due Date identified in the Basic Information and Timeline above. The Department may answer some, all, or none of the questions asked by posting them publicly.
9. **Late Quotes may be accepted at the Department's sole discretion.**

#### **D. Quote Format**

1. **Maximum Length.** Proposals should not exceed 50 pages. The Department may evaluate proposals negatively if this page limit is not followed.
2. Please complete and return the following exhibits as part of your response:
  - i. Exhibit A - Statement of Work Template
  - ii. Exhibit C - Entity/Individual Biographic Information
  - iii. Exhibit F - Budget Template

#### **E. Quote Content**

1. **Quote Substance.** Please complete and return Exhibit A - Statement of Work, answering or addressing the following questions or issues:
  - i. The awarded vendor is required to provide a detailed description of their approach to supporting the program and its staff in content management through design, website management, technical assistance, training, and support. If WordPress is not the intended platform, descriptions of alternative platforms must also be provided.
    - a. Please explain or describe how your response will fulfill this section of the proposed scope of work.
  - ii. The awarded vendor must provide ongoing website maintenance, hosting, and support which includes: ongoing domain renewal of MindsSourceColorado.org and MindYourBrainCO.org, other domains owned by MINDSOURCE, ongoing hosting renewal of website's server, and secure sockets layer (SSL) Renewal and Set Up. Confirm how your organization will be able to provide ongoing website maintenance, updates, hosting, and support of the website(s). Include any transfer fees needed in the budget via Exhibit F.
    - a. Please explain or describe how your response will fulfill this section of the proposed scope of work.
  - iii. The awarded vendor shall provide comprehensive miscellaneous website support, design, and updates as required. All support will be provided in writing and through virtual meetings. Vendors must confirm their organization's capability and commitment to providing such miscellaneous website support and updates on an as-needed basis.
    - a. Please explain or describe how your response will fulfill this section of the proposed scope of work.
  - iv. The awarded vendor must agree to provide training to the program about how to make minor edits and updates.
    - a. Please explain or describe how your response will fulfill this section of the proposed scope of work.

- v. The awarded vendor must utilize a staging site for website updates and ensure MINDSOURCE staff approve of changes before they are published or go live.
  - a. Please explain or describe how your response will fulfill this section of the proposed scope of work.
- vi. The awarded vendor must maintain subscriptions to stock image websites for use of projects as needed.
  - a. Please explain or describe how your organization gains access to stock images in this section of the proposed scope of work.
- vii. The awarded vendor will support the existing monthly data dashboard, which is displayed using Tableau, and can support new data dashboards as requested.
  - a. Please explain or describe your organization's experience using Tableau to display integrated data dashboards.
  - b. Please explain or describe your organization's understanding and experience creating, displaying, and maintaining tailored data dashboards.
- viii. The awarded vendor will ensure that the program's websites maintain accessibility functionality in line with all applicable provisions of §24-85-101, et seq., C.R.S., and the Accessibility Standards for Individuals with a Disability, as established by the Office Of Information Technology pursuant to Section §24-85-103 (2.5), C.R.S. and 3) all State of Colorado technology standards related to technology accessibility and with Level AA of the most current version of the Web Content Accessibility Guidelines (WCAG), incorporated in the State of Colorado technology standards.
  - a. Attest that your organization will maintain accessibility functionality in line with the current State of Colorado Office of Information Technology (OIT) policies outlined on the Technical Standards and Policies site:  
<https://oit.colorado.gov/standards-policies-guides/technical-standards-policies> .
  - b. Please explain or describe how your organization will maintain compliance with Colorado accessibility laws and standards in the event of ongoing updates.

- ix. The awarded vendor must agree to the terms and conditions listed in Exhibit D - CDHS Purchase Order Terms and Conditions and Additional Terms & Conditions for IT, as well as adhere to the current State of Colorado's Office of Information Technology (OIT) Cyber Security Policies outlined on the Technical Standards and Policies site: <https://oit.colorado.gov/standards-policies-guides/technical-standards-policies> and ensure the program's websites and any uploaded content or graphic designs maintain accessibility functionality in line with the current OIT policies. These will be included in the final award/purchase order/contract.
  - a. Please attest that your organization will comply and adhere to all OIT Technical Standards and Policies and OIT terms and conditions.
- x. The awarded vendor must confirm their ability to accommodate special projects involving data visualization, graphic design, and website design on an as-needed basis.
  - a. Please explain or describe how your response will fulfill this section of the proposed scope of work.
- xi. Exhibit B - HIPAA Business Associate Agreement. The awarded vendor must attest that their organization will comply with the provisions listed in this agreement.
  - a. Please review Exhibit B - HIPAA Business Associate Agreement and include your attestation as part of your response.

**2. Professional Biography.** Please complete and return Exhibit C - Professional Biography, answering or addressing the following questions or issues:

- i. Company background and history.
  - i. Please submit a description of the entity or individual's professional background, including vision and values, length of time in business, and any achievements that may relate to this project.
- ii. Skills and Abilities.
  - i. Vendors should demonstrate familiarity with similar programs and experience in disseminating data and information to the public in an accessible and understandable manner, including data interpretation and the development of data visualizations (e.g., dashboards and interactive graphics).
    - a. Provide a bulleted list of skills and abilities the company/individual has that relate to the project within the Documented Quote

iii. Professional Experience.

- i. Vendors should demonstrate the ability and experience to redesign existing websites, aligning with current branding and ensuring maintained functionality, user-friendliness, and accessibility.
  - a. Project Name:
  - b. Dates: From - To
  - c. List no less than three and no more than seven projects that this company/individual completed and briefly explain how the completed project exemplifies skills necessary to the work outlined in this Documented Quote.

iv. Credentials, Certifications and Trainings.

- i. Vendors should include the following as relevant to this documented quote: software certifications, professional memberships, state-mandated licenses, academic degrees, awards and honors, completed web platform training, and any additional completed training relevant to this documented quote.

**3. Cost.** Please answer or address the following questions or issues:

- i. Please complete and return Exhibit F: Budget template. Vendors should submit a detailed annual budget aligning with the State Fiscal Year (July 1 - June 30). The initial fiscal year budget will be prorated to align with the contract start date. Submissions will be evaluated on the fairness and reasonableness of costs.
- ii. If additional hours will be required for any additional work described above, this should be documented in Exhibit F. Please include any additional elements that may be needed to successfully complete this project and the hourly cost that applies. Note that this may include webpage or site redesign.

**4. Additional Criteria.** The following information will not be evaluated as part of the response:

- i. If any additional cost is needed beyond the Statement of Work description, this must be approved by the MINDSOURCE Director in writing and this additional work may only be done and paid for after an Amendment is in place through the CDHS routing and approval process.
- ii. If the amount of any budget line item differs by 10 percent or more from the approved budget, a revised budget will be submitted to the MINDSOURCE Director for review and approval.
- iii. Submitted invoices must provide a breakdown of costs in relation to the budget line items provided within the Statement of Work and exemplify



satisfactory accomplishments and readiness for the next funding installment.

- iv. Invoices must be submitted by the deadlines provided by the Contract Manager.

## **F. Demographic Form**

1. In an effort to best comply with Colorado Procurement Code rule R-24-103-901 re maximizing opportunities, we like to gather certain voluntary demographic information from potential vendors where possible. This is entirely voluntary and does not affect an organization's application/proposal/quote/bid or contract whatsoever in any way. It is not taken into consideration in this procurement process or reviewed by evaluators in this process. The information gathered is submitted directly to a data gathering team at CDHS who provide general statistics on outcomes and trends to CDHS Contracts & Procurement leadership on approximately a quarterly basis so that this leadership can look for ways to generally and overall maximize opportunities as described in the Code. Please fill out the following form regarding your organization's demographic information if and to whatever extent you are willing. This is again entirely voluntary and has no impact on your potential work for the State:

<https://app.smartsheet.com/b/form/219f6db8803b4994afb9bf70e84fa421>

## **G. How Quotes are Evaluated**

1. **In General.** The Department may determine whether a quote is acceptable and may compare the relative value of competing quotes, not solely the price. "Acceptable," means that the good or service will meet the Department's needs and that the price is fair and reasonable. The choice of vendor will be based on which acceptable quote is most advantageous to the state, price/cost being the primary consideration.
2. **Mandatory Criteria.** The Department may identify mandatory criteria. However, the Department reserves the right to waive mandatory requirements pursuant to Rule 24-103-301-03.
3. **References.** The Department may contact references, whether provided or not, and consider them as part of the evaluation.

## **H. Ethics and Accessibility**

1. Any person involved in the purchasing process for the State, any end users of such goods and services, any vendor or contractor that does business with the state, and any other interested third parties to the procurement process shall enhance the proficiency and stature of the purchasing process by adhering to the highest standards of ethical behavior.
2. **Accessibility Requirements.** All work performed as a result of this solicitation must comply with all applicable provisions of §§24-85-101, et seq., C.R.S., and

the Accessibility Standards for Individuals with a Disability, as established by the Office Of Information Technology pursuant to Section §24-85-103 (2.5), C.R.S. and 3) all State of Colorado technology standards related to technology accessibility and with Level AA of the most current version of the Web Content Accessibility Guidelines (WCAG), incorporated in the State of Colorado technology standards.

## **I. Administrative Information**

1. **Communication.** All communication regarding this solicitation must be done through the Single Point of Contact identified above. Unauthorized contact with any Department personnel other than the Single Point of Contact regarding this solicitation is prohibited and may result in disqualification.
2. **Notices.** The Department may modify this solicitation by posting changes via the Colorado VSS website. All communications will be posted on the VSS, [www.colorado.gov/vss](http://www.colorado.gov/vss) , and/or through a direct email from the Single Point of Contact.
3. **Modifications of Quotes.** Quotes may be modified or withdrawn by the vendor prior to the established due date and time. Vendors may be asked by the Department to modify or clarify their quotes after the due date.
4. **Presentations or Site Visits.** At the Department's sole discretion, the Department may request presentations or site visits. Vendors should not, however, prepare the quote with the assumption that an opportunity for oral presentations or revisions will be offered.
5. **Acceptance of solicitation terms.** A quote submitted in response to this solicitation shall constitute a binding offer and acknowledgment that all terms and conditions of this solicitation are accepted. Vendors must identify any variations between its quote and the solicitation. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance.
6. **Contract.** Vendors must agree to the State's contract terms, found here: <https://cdhs.colorado.gov/procurement> or as an exhibit to this solicitation. Please note that any referenced or attached model contract lists the State's standard required legal provisions but may not include the specific scope of work and other specific terms or requirements for this solicitation. Vendors must review any attached contract terms and note any exceptions. If no exceptions are noted, Vendor is indicating an intent to accept the terms as-is. Modifications to the State's contract terms constitute increased risk and costs to the State. Therefore, Vendor's noted exceptions may be considered in any evaluation.
7. **Award.** The Department will notify all vendors who submitted a quote when it issues a Notice of Intent to Award or actual award. The awarded vendor(s) must act in good faith to execute an agreement on or before the Anticipated

Contract Start Date identified above. If this date is not met, through no fault of the State, the State, at its sole discretion, may cancel the Notice of Intent to Award.

8. **Protests.** Any actual or prospective vendor who is aggrieved in connection with the solicitation or award of a contract may protest to Lauren Ingalls (email to [lauren.ingalls@state.co.us](mailto:lauren.ingalls@state.co.us)), Procurement Director, Division of Contracts and Procurement, Department of Human Services. The protest shall be submitted in writing within three business days after such aggrieved person knows, or should have known, of the facts giving rise thereto.
9. **CORE Registration.** Unless otherwise noted, before the Department can award to any vendor, that vendor must be registered in CORE, which can be completed through Vendor Self Service at [www.colorado.gov/vss](http://www.colorado.gov/vss).
10. **EFT.** Awarded vendors are encouraged to sign up for EFT transfers.
11. **Secretary of State Registration.** Before Contract execution, the awarded vendor must be registered to do business in the State of Colorado. If a vendor is a foreign corporation (formed under a statute or common law in a jurisdiction other than Colorado) or other foreign entity transacting business in the State of Colorado, it shall warrant that it currently has obtained and shall maintain any applicable certificate of authority to transact business in the State of Colorado and has designated a registered agent in Colorado to accept service of process.
12. **System for Award Management.** Before Contract execution, the awarded vendor(s) must be registered with the System for Award Management (SAM.gov).
13. **Confidentiality.** The State of Colorado is subject to the requirements of §24-72-200.1, C.R.S., et seq., Colorado Open Records Act. Anything submitted by a vendor is likely to become public information. Vendors may submit, as a part of its solicitation response, a written request for classification of certain portions of the proposal as confidential information pursuant to Colorado Procurement Code R-24-101-401-03. Material for which confidentiality has been requested shall be readily identifiable and separable from other portions of the solicitation to facilitate public inspection of the non-confidential portion of the solicitation response, if it is not, the confidentiality request will not be considered. Commingling of confidential and non-confidential information is not acceptable and any confidentiality request made in this fashion will not be considered. In no event shall an entire proposal be classified as confidential. Marking an entire proposal as confidential is a confidentiality request that will not be considered. Price information will not be considered confidential. In addition to complying with the aforementioned restrictions, in order for the confidentiality request to be considered, the vendor must include the rationale for the request to classify portions as confidential, as specified in the Colorado Procurement Code R-24-101-401-03, specifying by line which section of §24-72-204, C.R.S. is the purported authority for the requested confidentiality

determination ("Confidentiality Request Justification"). The confidentiality request shall also include both a proposed redacted version and an unredacted version of the submission. The Procurement Official or his or her designee shall determine if the information identified in the Offeror's request is exempt from disclosure in accordance with §24-72-204, C.R.S., and shall inform the Offeror in writing of his or her determination. If the Offeror does not agree with the determination, the Offeror may protest the determination in accordance with article 109 of the Colorado Procurement Code and the terms of this solicitation. Reference Procurement Rule R-24-101-401-03. A confidentiality request, even if granted, will not render any potential later mutually-negotiated contract terms confidential, as such a resulting contract would be a matter of public record.

14. **Background Checks.** Pursuant to C.R.S. §27-90-111 and Department policy, any vendor, and its agent(s), who has direct contact with vulnerable persons in a state-operated facility, or who provides state-funded services that involve direct contact with vulnerable persons in the vulnerable person's home or residence, shall:
  - i. submit to and successfully pass a criminal background check, and
  - ii. report any arrests, charges, or summonses for any disqualifying offense as specified by C.R.S. §27-90-111 to the Department.
15. **Prices.** Estimated prices are not acceptable. Pricing shall be FOB Destination and include any minimums, special charges, restrictions, or any other conditions. The failure of the vendor to note any special conditions or exceptions shall be deemed a waiver of any such condition or exception. Pricing shall be firm for the term of the award, including option years, unless otherwise specified.
16. **Cancellation.** A solicitation may be cancelled only when there are cogent and compelling reasons to believe that the cancellation of the solicitation is in the state's best interest. An award of a contract under a solicitation may be cancelled, in whole or in part, when the procurement official determines in writing that such action is in the state's best interest.
17. **Costs.** The Department is not liable for any cost incurred by vendors prior to any formal contract, purchase order, or other agreement. No property interest of any nature shall occur until a contract is awarded and signed by all concerned parties.
18. **Quantity.** The Department may request future increases or decreases to the quantity of the goods or services, or request that goods or services be delivered to other areas within the Department.
19. **Quote Rejection.** The Department may reject a quote, waive informalities, and minor irregularities, or accept any portion.

20. **Tax ID.** Any tax identification number provided must be that of the vendor responding to the solicitation. The vendor must be a legal entity with the legal right to contract.
21. **News Releases.** Vendors may not issue any news releases pertaining to this solicitation without prior written approval by the State.
22. **Taxes.** The Department is exempt from all federal excise taxes under Chapter 32 of the Internal Revenue Code (Registration No. 84-730123K) and from all state and local government use taxes C.R.S. §39-26-114(a). The Colorado State and Local Sales Tax Exemption Number is 98-02565. Vendor is hereby notified that when materials are purchased in certain political sub-divisions (for example - City of Denver), the vendor may be required to pay sales tax even though the ultimate product or service is provided to the State of Colorado. This sales tax will not be reimbursed by the Department.
23. **E-Verify.** Vendors must participate in the federal E-Verify program or the Colorado Department of Labor and Employment Program as required by C.R.S. §8-17.5-101.
24. **Services Outside of Colorado or the United States.** Vendors must disclose services performed outside of Colorado or the United States as required by C.R.S. §24-102-206.
25. **Notice to NonResident Bidders.** If a nonresident bidder is from a state that provides a bidding preference to bidders from that state, then a comparable percentage disadvantage will be applied to the bid of that nonresident bidder pursuant to C.R.S. §24-103-908. The bidder may obtain additional information from the department of personnel's website.

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## **J. Exhibit List**

Exhibit A - Statement of Work Template (Please complete and Return)

Exhibit B - HIPAA Business Associate Agreement (For Review Only)

Exhibit C - Entity/Individual Biographic Information (Please complete and Return)

Exhibit D - CDHS IT Provisions (For Review Only)

Exhibit E - CDHS Purchase Order Terms and Conditions (For Review Only)

Exhibit F - Budget Template (Please complete and Return)

Exhibit G - MINDSOURCE Website Hosting, Updates, Support, Maintenance, and Graphic Design FAQ (For Review Only)

## K. Signature Page

The vendor must complete and submit the Signature Page along with the quote.

<b>Vendor Name</b>	[Insert Vendor Name]
<b>Vendor Address</b>	[Insert Vendor Address]
<b>Vendor Contact Name</b>	[Insert Vendor Contact Name]
<b>Vendor Contact Email</b>	[Insert Vendor Contact Email]
<b>Vendor Contact Phone</b>	[Insert Vendor Phone]
<b>Does the Vendor have any perceived, potential, or apparent conflicts of interest? If so, please disclose them.</b>	[Insert Conflicts of Interest if Applicable]
<b>Is the Vendor a Service Disabled Veteran Owned Small Business pursuant to C.R.S. §24-103-905?</b>	[Insert Yes or No]
<b>Is the Vendor currently on any debarred list?</b>	[Insert Yes or No]
<b>Name of person authorized to submit this bid</b>	[Insert Name]
<b>Signature from an authorized individual. Signatures may be physical or electronic as defined by the Uniform Electronic Transactions Act. Some examples of acceptable signatures are: DocuSign, Adobe, or scanned physical copies.</b>	[Insert Signature]