

**Awarded To:**

- Maximus US Services, Inc.
- Tyler Technologies Inc.
- Accenture
- Blue Prism Software Inc.
- Citibot, Inc
- Bang the Table USA LLC
- Sambuq.com Inc
- Adobe
- CoreSphere, LLC
- Merit International
- Synchronous Technologies Inc DBA GreenRope
- Medallia
- Indigov Corporation
- IBM
- CitizenLab
- Paylt, LLC
- Deloitte
- Granicus, LLC

## Citizen Engagement Platform

Customer Engagement Platform; NASPO ValuePoint Cooperative Solicitation

<b>Open</b>	4/1/2021 12:30 PM MDT	Type	Expertise/Solution Based No Line Item
<b>Close</b>	5/17/2021 1:00 PM MDT	Number	KM21-47
		Currency	US Dollar

**Sealed Until** 5/17/2021 1:00 PM MDT

### Contacts

**Kayla Medina**

[kaylamedina@utah.gov](mailto:kaylamedina@utah.gov)

### Commodity Codes

Commodity Code	Description
81110	Information technology services including cloud services and data services and rental or leasing services and online database subscription services and programming and hardware or software engineering and applications training services
81112	Data services and internet services and software maintenance and computer hardware maintenance including website design services and internet domains and database management software support and disaster recovery services and support services

## Description

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Issuing Procurement Unit Utah Division of Purchasing & General Services  
Conducting Procurement Unit Utah Division of Purchasing & General Services

# Citizen Engagement Platform

## SOLICITATION # KM21-47

This Request for Proposals ("RFP"), having been determined to be the appropriate procurement method to provide the best value to the Conducting Procurement Unit, is designed to provide interested Offerors with sufficient basic information to submit proposals. This Request for Proposals ("RFP") is issued in accordance with the Utah Procurement Code and applicable administrative rules of the Utah Administrative Code. If any provision of this RFP conflicts with the Utah Procurement Code or Utah Administrative Code, then the Utah Procurement Code or Utah Administrative Code will take precedence.

### Purpose of this Solicitation

The purpose of this RFP is for the State of Utah in conjunction with NASPO ValuePoint to conduct a solicitation and implement NASPO ValuePoint Master Agreements with vendor(s) to provide versatile online Citizen Engagement Platforms. While this RFP is not for a specific solution, States have independently researched and identified a need for online platforms where citizens can access government applications and services available on the web, mobile, and screen-less devices.

The State is looking for a variety of solutions to make available to Participating States with options and flexibility to use these services for their differing customer bases, technology platforms, and revenue models. The awarded Citizen Engagement Platforms are to be of interest to public entities at all levels of government.

This RFP and resulting contract award(s) is a solutions-based solicitation; meaning the State of Utah is seeking equipment, products, and/or services that meet the requirements of this RFP and that are commonly desired or are required by law or industry standards. Offerors may include related equipment, accessories, and services to the extent that these solutions are complementary to the equipment, products, and/or services identified in this RFP.

Given the cooperative nature of this RFP, it is expected that offerors shall propose a wide array of solutions, equipment, products, and/or services at lower prices and with better value than what they would ordinarily offer to the public or to a single government entity.

### Background of the Conducting Procurement Unit

NASPO ValuePoint a division of the National Association of State Procurement Officials ("NASPO"), a 501(c)(3) limited liability company dedicated to strengthening the procurement community through education, research, and communication. NASPO is made up of the directors of the central purchasing offices in each of the 50 states, the District of Columbia and the territories of the United States. NASPO ValuePoint facilitates administration of the NASPO cooperative group contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, and political subdivisions and other eligible entities (i.e., colleges, school districts, counties, cities, some nonprofit organizations, etc.) for all states, the District of Columbia, and territories of the United States. For more information consult the following websites: [www.naspovaluepoint.org](http://www.naspovaluepoint.org) and [www.naspo.org](http://www.naspo.org).

State agencies and political subdivisions across the nation administer numerous websites and online applications. As this use is only going to increase this RFP would establish a new NASPO ValuePoint portfolio for Citizen Engagement Platforms with the Categories available as listed below.

### Award Categories

This RFP includes the following Categories for which Offerors may submit a proposal to qualify for one or multiple Categories -

1. **Platform Management:** A software solution that will offer a variety of applications to help customers (i.e., public entities) manage systems across platforms. Platform management will answer questions and contain solutions that remember, remind, and respond to users.
2. **Master Data Management:** A software solution that will provide the means to associate various records pertaining to an individual. Includes technology to ensure uniformity and accuracy of master data assets and coordination of data across all platforms. Allows a public entity to create and manage a central, persistent system of record or index of record for master data. Solution supports ongoing master data stewardship and governance requirements through workflow-based monitoring and corrective-action techniques.

3. **Chatbots and Customer Service:** A software solution that provides Robotic Process Automation (RPA) to assist government agencies by responding to frequently asked questions quickly to complete a transaction or find information.
4. **Customer Engagement:** A software solution that provides a centralized platform to manage multiple interactions with customers. Provides a platform for studying customer behavior through all channels and touchpoints of interaction such as phone, in-person, or online.
5. **Social Listening:** A software solution that allows entities to view the “voice of the customer” across all input channels such as through email, web forms, social media, and inbound calls. Solution utilizes a dashboard to effectively identify issues, satisfaction, and needs.

An individual proposal must be submitted for each Category Offeror is seeking an award in.

Additional Value Add Items / Services may be proposed by an Offeror within an Award Category it is seeking an award in. Such value add items / services are to be included within Offeror's proposal within its Attachment D(3) - Value Added (VA) Items submission. Such value added solutions may include, but are not limited to, solutions as - identity management, referrals engine, user behavior analytics, digital wallets, web hosting, Website & web app development, eCommerce services and payment processing, etc.

### **Expectations for Deliverables by the Conducting Procurement Unit**

A successful Offeror under this RFP is able to minimally demonstrate through its proposed Level of Expertise, Risk Assessment, Value Add, Service Plan, and Real World Use Plan the following for each Category they are seeking an award in -

1. Provides onboarding and implementation services.
2. Demonstrated experience implementing the proposed solution.
3. Demonstrated experience integrating solution into existing public entity systems..
4. Demonstrated capacity to manage customer engagement platforms for large entities experiencing high website traffic.
5. Is able to successfully manage multiple projects simultaneously.
6. Provide an interactive demonstration of services offered.
7. Provides a live website for the State's Sourcing Team (Evaluation Team) to review a sample of the proposed solution in practice.
8. Demonstrated full support services available to citizens / users at any time, including nights and weekends. Continuous support requested, with minimal downtime.
9. Demonstrated capacity to perform work.
10. Demonstrated ability to travel pursuant to Participating State needs.
11. Demonstrated experience and protocol for handling sensitive data.
12. It is the original software publisher for the proposed solution. *Proposals will NOT be accepted from software resellers or system implementers / integrators who are not the actual publisher for the software solution being proposed.*

If at any time during the evaluation process or resulting contract term it is determined that Offeror does not meet any one of the Expectations or Requirements outlined within this RFP, the State may reject an Offeror's proposal /awarded contract.

### **Value Add Solutions That Involve Third-Party Software Solutions**

Offeror must be an original software publisher of the solution offered within the Category it is seeking an award in. An Offeror may nonetheless submit value added solutions that involve third-party software solutions. An Offeror that chooses to offer third-party software solutions as part of their value-added offerings must submit copies of all third-party end user licensing agreements (distributed with such software) as supplemental documents with its proposal. These documents are to be uploaded as part of its responses to Question 9.5 within the Questions section regarding exceptions to the Terms and Conditions.

The supplemental documents will be included as exhibits in the awarded subsequent Master Agreement for the Offeror, but it will be at the discretion of each Participating State or Participating Entity to review, negotiate and/or utilize these documents within their Participating Addendum. Purchasing Entities that acquire third-party software solutions shall be subject to the end user licensing agreements distributed with such software, unless otherwise stated in a Participating Addendum or as negotiated between the Purchasing Entity and third-party software provider.

### **Project Goals for the Conducting Procurement Unit**

The Goals for this solicitation include -

1. Provide multiple options to Participating States for Customer Engagement Platforms that meet the Expectations and Requirements outlined in this RFP.
2. Allowing Offerors the flexibility within the defined Categories to demonstrate they are the industry expert for the Categories they are seeking an award in, through provided metrics.
3. Allowing Offerors the flexibility to propose value added items/solutions/services related to the Categories they are seeking an award in.

**Closing Date and Time**

The closing date and time for this sourcing event is provided below in the **Anticipated Schedule**. If your time zone is different from that shown, your profile may be set to a different time zone. Please see the attachment titled "Changing Your Time Zone" in the Buyer Attachments section for directions on how to update your profile. It is your responsibility to make sure you submit your response by the date and time indicated above.

**Contract Award**

It is anticipated that this RFP will result in multiple contract awards. The methodology or formula that will be used to determine the number of contract awards is all those vendors who meet all mandatory minimum requirements, required score thresholds and achieve at least 75% of the total points available qualify for an award, pending successful Terms and Conditions (T&Cs) negotiations.

Contract negotiations for a master agreements (contracts) will only begin with those vendors meeting this award threshold after they have provided a verified request from an entity eligible to use the Master Agreement indicating the entity's intent and need to use the resulting Master Agreement.

Additional Agreement with NASPO - Upon request by NASPO ValuePoint, awarded Contractor shall enter into a direct contractual relationship with NASPO ValuePoint related to Reseller’s obligations to NASPO ValuePoint under the terms of the Master Agreement, the terms of which shall be the same or similar (and not less favorable) than the terms set forth in the Master Agreement.

The State of Utah Division of Purchasing does not guarantee any purchase amount under an awarded contract. Estimated quantities are for solicitation purposes only and are not to be construed as a guarantee.

**Future Procurements**

The State of Utah reserves the right and may reopen this solicitation, or create a new solicitation if it determines there may be more competition for the procurement item than when the original solicitation was posted.

**Length of the Contract**

The contract resulting from this RFP will be for FIVE (5) years with 2 one-year renewal options available, or the time identified by the awarded vendors during the clarification phase.

**Anticipated Schedule**

The following is the anticipated schedule for this procurement. The Division reserves the right to alter these dates. All deadlines are prevailing (Daylight or Standard) Mountain Time.

<b>ACTIVITY</b>	<b>DATE</b>
RFP Issued	April 1, 2021
Offeror Webinar Google Meeting ( <a href="https://meet.google.com/ntp-viio-uvm">https://meet.google.com/ntp-viio-uvm</a> )	April 5, 2021 at 1:00pm MDT
**This webinar will be recorded, with the recording published as an amendment to the RFP at the conclusion of the webinar.**	
Deadline for Questions during the Question and Answer Period	April 27, 2021 at 1:00pm MDT
RFP Offeror Submittals Due Date	May 17, 2021 at 1:00pm MDT
Identification of Potential Awarded Offeror	June 11, 2021 (tentative)
Clarification Kick-Off Meeting (remote)	June 11, 2021 (tentative)
Signing of Contract	As Needed - Refer to Contract Award Section for details impacting timeline
Anticipated Authorization to Proceed	As Needed - Refer to Contract Award Section for

details impacting timeline

It is the sole responsibility of the Offerors to examine, with appropriate care and diligence prior to submitting its response to the RFP, the RFP and all conditions which may in any way affect its response or performance under the Contract (if awarded).

### **Participating State / Entity Use**

In addition to the Lead State (State of Utah) conducting this solicitation, the other States that have requested to be named in this RFP as potential users of the resulting Master Agreement are listed in Attachment I. Other entities may become Participating Entities after award of the Master Agreement. Some States may have included special or unique Terms and Conditions for their state that will govern their state Participating Addendum in Attachment I. These Terms and Conditions are being provided as a courtesy to proposers to indicate which additional Terms and Conditions may be incorporated into that state Participating Addendum after award of the Master Agreement. Each State reserves the right to negotiate additional Terms and Conditions in its Participating Addendums.

The Lead State will not address questions or concerns or negotiate other States' terms and conditions. The Participating States must negotiate these Terms and Conditions directly with the supplier.

Attachment I also includes estimated annual spend volume from States that have indicated an interest in participating (some states did not provide an estimate). No minimum or maximum level of sales volume is guaranteed or implied.

Each Participating Entity has the option to select one or more award Categories or services from the resulting Master Agreement(s) during the execution of the Participating Addendum process.

Each Participating Entity has the option to negotiate an expanded product line within the product category offering and within the scope of this RFP during the Participating Addendum process.

Canadian Participation: Subject to the approval of the Contractor, any Canadian provincial government or provincially funded entity in Ontario, Quebec, Nova Scotia, New Brunswick, Manitoba, British Columbia, Prince Edward Island, Saskatchewan, Alberta, Northwest Territories, Nunavut, Yukon, and Newfoundland and Labrador, including municipalities, universities, community colleges, school boards, health authorities, housing authorities, agencies, boards, commissions, and crown corporations, may be eligible to use Contractor's Master Agreement.

The resulting Master Agreement will be awarded with the understanding and agreement that it is for the sole convenience of the Participating Entities. The Participating Entities reserve the right to obtain like goods or services from other sources when necessary.

This RFP is designed to provide interested offerors with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or exclude any relevant or essential data. Proposals must be concise and as short as possible to allow for efficient evaluation. Blanket marketing material and unnecessary elaborate brochures or representations beyond what is sufficient to present a complete and effective proposal are not acceptable.

Prerequisites

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## Buyer Attachments

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1. [Description of Solicitation Process - Customer Engagement Platform.docx](#)
2. [Attachment A - NASPO ValuePoint Terms and Conditions \(final 4.1.2021\).docx](#)
3. [Attachment B - Key Personnel Form](#)
4. [Attachment C - Price Proposal Form \(final 4.2.2021\).docx](#)
5. [Attachment D - Project Capability Templates \(amended 4.20\).docx](#)
6. [Examples of Attachment D](#)
7. [Attachment D.4 - Service Plan Template \(amended 4.20\).docx](#)
8. [Attachment D.5 - Real World Use Plan Template \(amended 4.20\).docx](#)
9. [Attachment E - Clarification Phase Guide](#)
10. [Attachment F - Weekly Risk Report Guide](#)
11. [Attachment F1 - WRR Template.xlsx](#)
12. [Attachment G - Claim of Business Confidentiality.pdf](#)
13. [Attachment H - Interactive Scorecard \(amended 4.2.2021\).xlsm](#)
14. [Attachment I - Potential Participation \(updated 4-15\).pdf](#)
15. [Attachment J - Detailed Reporting Template - Citizen Engagement Platform.xlsx](#)
16. [Attachment J.1 - Quarterly Detailed Sales Report Instructions - Citizen Engagement Platform.docx](#)
17. [Recording - Solutions Based Pre-Proposal Webinar - KM21-47 \(4.5.2021\)](#)
18. [Solutions Based Pre-Proposal Webinar - KM21-47 4.5.2021.pptx](#)
19. [Changing your Time Zone](#)

**Group 1: Acceptance of Prerequisites****Instructions:**

- 1.1 Offeror acknowledges that it is the offerors responsibility to upload any and all documents in responding to the solicitation. If the vendors fails to upload a document, uploads an incorrect document, uploads a blank document, or uploads any document incorrectly the State of Utah may not allow the vendor to make changes following the closing of the solicitation. ★
- 1.2 Is Offeror presently or has Offeror ever been debarred, suspended, proposed for debarment, or declared ineligible by any governmental department or agency, whether international, national, state, or local? ★
- 1.3 Offeror acknowledges that they do not have financial ties to individuals or entities on an OFAC sanctions list. ★
- 1.4 If Offeror has any information that is not already provided within its proposal that if known to the State would impact the State's determination on offeror's responsiveness for a contract award (i.e., legal action, recent turn-over in major personnel, loss of a major contract, any alleged violations of federal, state or local regulations, etc.), please mark "yes" to this question and upload such information in the space provided below. Otherwise, please mark "no". Please see UCA 63G-6a-120 & 902 for additional details. ★
- 1.5 Please upload information impacting Offeror's responsiveness here. ★
- 1.6 Offeror acknowledges that it must acquire and maintain all applicable federal, state, and local licenses before the contract is entered into. Licenses must be maintained throughout the entire contract period. Persons doing business as an Individual, Association, Partnership, Corporation, or otherwise shall be registered with the Utah State Division of Corporations and Commercial Code. NOTE: Forms and information on registration may be obtained by calling (801) 530-4849 or toll free at 877-526-3994, or by accessing: [www.commerce.utah.gov](http://www.commerce.utah.gov). ★
- 1.7 In the event that an Offeror offers pricing discounts for educational entities that (1) are applicable to this solicitation and (2) result in lower pricing than what is generally offered to other governmental entities, please attach a separate cost proposal labeled "Educational Pricing" to your proposal. This cost proposal for Educational Pricing is to be submitted in addition to the original Cost Proposal Form and will only be available to authorized end users. The Educational Pricing will not be used to evaluate costs. Offeror acknowledges that it has read and understands this question. ★
- 1.8 Does Offeror have an outstanding tax lien in the State of Utah? If yes, Offeror must provide a statement regarding its outstanding tax lien. ★
- 1.9 If awarded a State Cooperative Contract Offeror understands that its resulting contract may be terminated for convenience, without cause, if there is no reported spend for any one fiscal year of its contract. ★

**Group 2: Vendor Information****Instructions:**

- 2.1 Please provide your firm's legal company name. ★
- 2.2 Please provide your federal tax identification number. (If the vendor is sole proprietor please do not provide your social security number.) ★
- 2.3 Please provide your firm's contact information for the resulting contract, including the name, phone number, and email address of your firm's authorized representative. ★
- 2.4 Please provide your ordering address and the remit to address. Please clearly identify each address. ★
- 2.5 Please provide your firm's State of Utah Sales Tax ID Number. If you do not have a State of Utah Sales Tax ID Number, please write "N/A". ★
- 2.6 Identify your firm's type of business. ★
- 2.7 Identify your company's Point of Contact for this solicitation, include the point of contact's phone number and email address. ★
- 2.8 Is Offeror (owners, principles, partners) a retiree currently receiving benefits through the Utah Retirement Systems (URS)? ★
- 2.9 Is Offeror an employee of the State of Utah? If yes, then Offeror must submit an external employment form signed by Offeror's manager at the State of Utah. ★
- 2.10 Upload your external employment form signed by Offeror's manager at the State of Utah. ★

**Group 3: Award Category Selection****Instructions:**

- 3.1 Offeror affirms "yes" that it is the original software publisher for each software solution it is proposing within its proposal, for each Category it is submitting a proposal for. Failure to affirm "yes" may result in disqualification of Offeror's proposal. ★
- 3.2 Select ALL Categories you are seeking an award in. ★
- 3.3 Upload your completed response for Attachment B: Key Personnel Proposal Form. ★
- Group 4: Category 1 - Platform Management**
- Instructions:** Remember to upload a separate, completed Attachment C, D, D.4, and D.5 for each Category you are seeking an award in. Each document must clearly identify what Category it is for.
- 4.1 If responding to Category 1 - Platform Management, upload your completed Attachment C - Price Proposal Form here.
- 4.2 If responding to Category 1 - Platform Management, upload your completed Attachment D - Project Capability here.
- 4.3 If responding to Category 1 - Platform Management, upload your completed Attachment D.4 - Service Plan here.
- 4.4 If responding to Category 1 - Platform Management, upload your completed Attachment D.5 - Real World Use Plan here.
- 4.5 If responding to Category 1 - Platform Management, Offeror shall upload its complete detailed product offering / price catalog here. This document is to include the complete pricing details for all solutions, hardware, and services Offeror is seeking to offer through an awarded contract (including any pricing for its proposed value add options). Where applicable, such catalog should incorporate tiered pricing. This document is separate from the Attachment C - Cost Proposal Form.
- Group 5: Category 2 - Master Data Management**
- Instructions:** Remember to upload a separate, completed Attachment C, D, D.4, and D.5 for each Category you are seeking an award in. Each document must clearly identify what Category it is for.
- 5.1 If responding to Category 2 - Master Data Management, upload your completed Attachment C - Price Proposal Form here.
- 5.2 If responding to Category 2 - Master Data Management, upload your completed Attachment D - Project Capability here.
- 5.3 If responding to Category 2 - Master Data Management, upload your completed Attachment D.4 - Service Plan here.
- 5.4 If responding to Category 2 - Master Data Management, upload your completed Attachment D.5 - Real World Use Plan here.
- 5.5 If responding to Category 2 - Master Data Management, Offeror shall upload its complete detailed product offering / price catalog here. This document is to include the complete pricing details for all solutions, hardware, and services Offeror is seeking to offer through an awarded contract (including any pricing for its proposed value add options). Where applicable, such catalog should incorporate tiered pricing. This document is separate from the Attachment C - Cost Proposal Form.
- Group 6: Category 3 - Chatbots and Customer Service**
- Instructions:** Remember to upload a separate, completed Attachment C, D, D.4, and D.5 for each Category you are seeking an award in. Each document must clearly identify what Category it is for.
- 6.1 If responding to Category 3 - Chatbots and Customer Service, upload your completed Attachment C - Price Proposal Form here.
- 6.2 If responding to Category 3 - Chatbots and Customer Service, upload your completed Attachment D - Project Capability here.
- 6.3 If responding to Category 3 - Chatbots and Customer Service, upload your completed Attachment D.4 - Service Plan here.
- 6.4 If responding to Category 3 - Chatbots and Customer Service, upload your completed Attachment D.5 - Real World Use Plan here.
- 6.5 If responding to Category 3 - Chatbots and Customer Service, Offeror shall upload its complete detailed product offering / price catalog here. This document is to include the complete pricing details for all solutions, hardware, and services Offeror is seeking to offer through an awarded contract (including any pricing for its proposed value add options). Where applicable, such catalog should incorporate tiered pricing. This document is separate from the Attachment C - Cost Proposal Form. ★
- Group 7: Category 4 - Customer Engagement**
- Instructions:** Remember to upload a separate, completed Attachment C, D, D.4, and D.5 for each Category you are seeking an award in. Each document must clearly identify what Category it is for.

- 7.1 If responding to 4 - Customer Engagement, upload your completed Attachment C - Price Proposal Form here.
- 7.2 If responding to Category 4 - Customer Engagement, upload your completed Attachment D - Project Capability here.
- 7.3 If responding to Category 4 - Customer Engagement, upload your completed Attachment D.4 - Service Plan here.
- 7.4 If responding to Category 4 - Customer Engagement, upload your completed Attachment D.5 - Real World Use Plan here.
- 7.5 If responding to Category 4 - Customer Engagement, Offeror shall upload its complete detailed product offering / price catalog here. This document is to include the complete pricing details for all solutions, hardware, and services Offeror is seeking to offer through an awarded contract (including any pricing for its proposed value add options). ★  
Where applicable, such catalog should incorporate tiered pricing. This document is separate from the Attachment C - Cost Proposal Form.

**Group 8: Category 5 - Social Listening**

**Instructions:** Remember to upload a separate, completed Attachment C, D, D.4, and D.5 for each Category you are seeking an award in. Each document must clearly identify what Category it is for.

- 8.1 If responding to Category 5 - Social Listening, upload your completed Attachment C - Price Proposal Form here.
- 8.2 If responding to Category 5 - Social Listening, upload your completed Attachment D - Project Capability here.
- 8.3 If responding to Category 5 - Social Listening, upload your completed Attachment D.4 - Service Plan here.
- 8.4 If responding to Category 5 - Social Listening, upload your completed Attachment D.5 - Real World Use Plan here.
- 8.5 If responding to Category 5 - Social Listening, Offeror shall upload its complete detailed product offering / price catalog here. This document is to include the complete pricing details for all solutions, hardware, and services Offeror is seeking to offer through an awarded contract (including any pricing for its proposed value add options). Where applicable, such catalog should incorporate tiered pricing. This document is separate from the Attachment C - Cost Proposal Form.

**Group 9: Amendments from May 4, 2021**

**Instructions:** This section provides a summary of the changes that were published in the RFP on May 4, 2020. Offeror should review the complete RFP for the complete detail of changes.

- 9.1 In accordance with Utah Statute 63G-27-101, effective May 5, 2021, vendors contracting with the State to provide a good or service, including supplies, information technology, or construction services must certify they are not currently engaged in a boycott of the State of Israel and agrees not to engage in a boycott of the State of Israel for the duration of the contract (if awarded). Offeror is providing this certification in accordance with state law by selecting "Yes" to this question. ★
- 9.2 Offeror acknowledges on May 4, 2021 this RFP was amended to allow Offeror's (original software publishers) to submit value added solutions that involve third-party software solutions. ★

**Group 10: Vendor's Submission**

**Instructions:**

- 10.1 Offeror/Bidder understands and acknowledges that if Offeror/Bidder accessed the "View as PDF" document available on the Utah Public Procurement Place Business Opportunities website and did not login to Offeror/Bidder's account in the Utah Public Procurement Place system, that Offeror/Bidder may not be viewing the entire the sourcing event and therefore may not be viewing the complete sourcing event requirements. ★
- 10.2 Offeror/Bidder acknowledges that Offeror/Bidder has logged into Utah Public Procurement Place account and viewed the full sourcing event requirements including hyperlinks before submitting a response to a sourcing event. ★
- 10.3 I have either attended the pre-proposal meeting or viewed the webinar of the pre-proposal meeting. ★
- 10.4 If your firm is requesting parts of its proposal be protected please upload your Claim of Business Confidentiality Form (Attachment G) here as well as your redacted proposal.
- 10.5 Potential Conflicts of Interest. Vendor must identify any conflict, or potential conflict of interest, that might arise during the contract. If no conflicts are identified or expected, write "None" in this section. ★

- Any exceptions to the Terms and Conditions must be uploaded here in the format outlined in Prerequisites: Standard Terms and Conditions (Exceptions and Negotiations). Further, any vendor terms and end user agreements (EULAs) required by your firm must also be uploaded here in the format outlined in Prerequisites: Standard Terms and Conditions (Exceptions and Negotiations). Exceptions and/or additions submitted after the date and time for receipt of proposals will not be considered. If you have no exceptions or additions, upload a document stating "None". ★
- 10.5
- Offeror acknowledges that the State of Utah may sign participating addendums with national cooperatives that also meet the scope of this solicitation and contract(s) awarded from this solicitation if it is in the best interest of the State. Any participating addendums with national cooperatives will be reviewed for alignment with the Utah Procurement Code. ★
- 10.6
- Offeror affirms that yes that pursuant to the Code of Federal Regulations 2 CFR 200.216 - Prohibition on certain telecommunication and video surveillance services or equipment, that none of the goods (including Huawei component parts) or services offered within its proposal are from the entity Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities). ★
- 10.7
- Vendor understands and acknowledges that its response, including all uploaded documents, will not be considered received by the State of Utah unless the Vendor clicks submit.
- Even if Vendor uploads all required documents and responds to all required questions its response will not be considered if it does not click submit.
- 10.8
- Offeror acknowledges that after completing the solicitation it must click on the link in the left hand menu bar labeled "Review & Submit", then check the box under the "Certification" heading to certify their bid. Then click the blue box labeled "Submit Response" in order to submit their bid. ★
- Once the response has been submitted, Vendor will receive a confirmation that the response was successfully submitted. Vendors who fail to submit their response will not have their response reviewed and will be ineligible for further consideration under this solicitation.