Issued Date: July 15, 2026

Casper College | Procurement Department
125 College Drive, Casper WY 82601

Request for Proposal:
HELPDESK / ENTERPRISE SERVICE DESK SYSTEM

Request for Proposal Number:
#CC624-26

PROPOSAL DUE DATE AND TIME:
August 27, 2026 – 2:00 P.M. Mountain Time

Request for Proposal Opening:
August 27, 2026 – 2:00 P.M. Mountain Time

Question Deadline:
August 14, 2026 – 2:00 P.M. Mountain Time

Non-Mandatory Site Visit / Zoom Call:
August 11, 2026 – 1:30 P.M. Mountain Time

PROCUREMENT REPRESENTATIVE: Shane Pulliam
E-MAIL ADDRESS: shane.pulliam@caspercollege.edu
TELEPHONE NO.: (307) 268-2633

SECTION 1: Definitions and Terminology

Wherever used in this bid or other related procurement documents, the following terms have the meanings indicated. These definitions apply to both singular and plural forms and may be used interchangeably.

- **Addendum:** Written or graphic instruments issued prior to the bid opening that clarify, correct, or change the bid or related procurement documents.
- **Bid / Bid Form:** The pricing and/or documentation submitted to the College in response to the Request for Proposal (RFP).
- **Bidder / Firm:** The company or vendor submitting a bid.
- **Contract:** An agreement between Casper College and the successful bidder, including the written contract, RFP, any addenda, purchase order(s), terms and conditions, and the bidder's response to the RFP.
- **Contractor:** The company awarded a contract or purchase order under this bid.
- **Evaluation Committee / Stakeholders:** Casper College employees or contracted individuals with a vested interest in the project.
- **Purchase Order / PO:** A contractual agreement outlining terms for the purchase of goods or services, including payment terms, delivery dates, quantities, item details, freight terms, and other conditions.
- **Request for Proposal (RFP) / Proposal**: A formal, publicly released document that outlines a need and invites businesses to submit bids to meet that need.
- **Specifications / Scope of Work:** Written or graphic descriptions outlining materials, equipment, standards, workmanship, services, and other administrative or technical details relevant to the proposal.

<u>The following designations are used interchangeably:</u>

- Casper College, College and The College
- Contract and Agreement
- Evaluation Committee and Committee
- Proposal, Bid and Bid Proposal
- Bidder, Person, Vendor, Company, and Firm
- Request for Proposal and RFP

SECTION 2: Instructions to Bidders and Bid Requirements

1. **General Conditions:** The Procurement Department will receive proposals for a new Helpdesk / Enterprise Service Desk System. Proposals are due no later than August 27, 2026 at 2:00 PM Mountain Time.
2. Casper College reserves the right to waive irregularities or informalities, even those designated as mandatory, provided such waiver does not confer an unfair advantage or disadvantage.
3. Casper College may accept or reject any or all proposals. The College is not bound to accept the lowest bid, but rather the one deemed to be in the best interest of the institution. Pricing is important but not the sole criterion.
4. The bidder warrants that no kickbacks, gratuities, or contingency fees have been or will be paid in connection with this proposal, and that no conflict of interest exists with any individual involved in the process.
5. Casper College is committed to equal opportunity. Minority business enterprises are encouraged to participate. The College will not discriminate on the basis of age, race, color, sex, creed, religion, national origin, or disability. The awarded bidder must comply with the Americans with Disabilities Act and the Wyoming Fair Employment Practices Act.
6. The bidder certifies that its firm, including affiliates, subsidiaries, or subcontractors, provides equal employment opportunities regardless of protected status. Violation of this certification may result in termination of the contract.
7. All proposals are subject to public inspection in accordance with the Open Records Act. Proprietary or confidential information must be clearly marked and will be protected only to the extent allowed by law. Entire proposals cannot be marked as confidential.

Preparation of Proposals

1. To obtain a zoom Link for the Non-Mandatory Site Visit / Zoom Call please email shane.pulliam@caspercollege.edu.
2. Bidders should thoroughly review all bid documents, specifications, scope of work, drawings, and any addenda. Failure to do so is at the bidder’s own risk. Use only the RFP and referenced documents to prepare proposals.
2. All required documents (as outlined in Section 5 must be completed, signed by an authorized representative, and returned with the sealed bid.
3. Deviations or substitutions must be clearly noted and accompanied by complete specifications. Without a deviation statement, full compliance with the specifications is assumed.
4. Failure to provide a deviation statement and supporting documentation (if applicable) may result in bid rejection.
5. A proposal may be rejected if it modifies any specifications or minimum requirements outlined in the RFP.

6. Bid pricing must include all associated costs (materials, labor, installation, disposal, freight, insurance, etc.) on an FOB Casper College basis. In case of pricing discrepancies, unit pricing will prevail.
7. All preparation and submission costs are the responsibility of the bidder and will not be reimbursed.
8. Bid documents are available free of charge at:

caspercollege.edu/offices-services/purchasing
rockymountainbidsystem.com

Submission, Modifications, Withdrawals, and Late Bids

1. Proposals must be sealed, include the attached Bid Form, and be signed by an authorized official. Late or unsealed proposals will not be accepted.
2. The Total Lump Sum Price must include all associated costs: labor, materials, operations, inspections, permits, bonds, insurance, incidentals, taxes, lodging, and proper disposal of existing materials.
3. Mail or hand-deliver sealed proposals to:

Attention: Procurement Department GW #311
Casper College
125 College Drive
Casper, WY 82601

4. Clearly label the outside of the proposal: "Helpdesk / Enterprise Service Desk System – RFP #CC624-26"
5. Proposals may be modified or withdrawn prior to the deadline via signed email, fax, or letter from an authorized representative.
6. Modifications must be initialed by the authorized signatory.
7. Revised pricing must be submitted in a new sealed envelope and received before the proposal deadline.
8. Verbal or telephone modifications or withdrawals are not accepted.
9. A bidder who fails to fulfill awarded services may be excluded from future consideration.
10. Fax, telephone, or electronic submissions will not be accepted.

Questions and Addenda

1. Direct all questions or clarifications to:

Shane Pulliam, Director of Procurement
125 College Drive
Casper, WY 82601
Phone: (307) 268-2633
Email: shane.pulliam@caspercollege.edu

2. Submit all inquiries no later than August 14, 2026 at 2:00 PM Mountain Time. Late inquiries will not be accepted. Addenda will be posted within one business day of that deadline when possible.
3. Only the Procurement Department may issue official addenda. Oral interpretations will not be binding.

4. Bidders are responsible for checking the bid sites for addenda prior to submission. All addenda must be acknowledged on the Bid Form.

Bid Opening

1. A public bid opening will take place on August 27, 2026 at 2:00 PM Mountain Time in Room 310 of the Gateway Building on the Casper College campus. All interested parties may attend.
2. All bids must remain valid for a minimum of sixty (60) calendar days from the proposal closing date.

Award and Contract Information

1. The bidder affirms that it has the necessary expertise, capacity, and legal credentials to execute the contract to the highest professional standards.
2. The awarded contractor may not assign, subcontract, or transfer the contract or any interest therein without prior written consent from Casper College.
3. If the awarded bidder declines the contract, Casper College reserves the right to award the contract to the next qualified bidder, reissue the RFP, or cancel the solicitation.

SECTION 3: SCHEDULE OF ACTIVITIES

Activity	Date	Time (our clock)
Issue / Post RFP	7/20/26	N/A
Site Visit / Zoom Call (recommended)	8/11/26	1:30 pm
Last Date for clarification inquiries	8/14/26	2:00 pm
Proposal submission deadline/Proposal opening	8/27/26	2:00 pm
Schedule of interviews / Project Award	After Week of 8/31/26 (estimated)	N/A

SECTION *4:* SPECIFICATIONS AND SCOPE OF WORK

1. OVERVIEW & PURPOSE

Casper College is seeking proposals for a comprehensive, cloud-based or on-premise Helpdesk / Enterprise Service Desk system. The system must provide a unified interface for campus end-users while securely supporting distinct backend workflows for multiple departments, including IT, Facilities, Strategic Communications and Marketing (SCM), Copy Center, Digital Learning Center (DLC), and Institutional Research (IR)

2. GLOBAL SYSTEM REQUIREMENTS

All proposed solutions must natively include or support the following overarching capabilities:

- **Modern User Interface:** The system must feature a modern, intuitive UI for both agents and end-users, and have dynamic functionality based on device.
- **API & Integrations:** The solution must provide a robust, fully secure RESTful API implementing modern security best practices.
- **Dedicated Mobile App:** A fully functional native mobile application is preferred. It must be available on both Android and iOS platforms (a mobile friendly and mobile-responsive website will be evaluated if submitted as a part of this submission) to support field agents and user self-service.
- **Billing & Chargebacks:** Built-in support for billing codes, department attribution/chargebacks, and auto-generated invoices to support auxiliary services.
- **Asset Management:** Comprehensive tracking of campus assets (hardware, software, equipment) with the ability to link tickets to specific asset records.
- **Reporting & Analytics:** Real-time reporting and analytics dashboards that are customizable by user role.
- **Workflows & Automation:** Advanced workflow automation, automated ticket routing, and customizable approval processes.

3. DEPARTMENT-SPECIFIC FUNCTIONAL REQUIREMENTS

To successfully support our Enterprise Service Management model, the platform must address the specific operational workflows of the following departments:

1. **Information Technology (IT) & Helpdesk:** Secure authentication support including Single Sign-On (SSO) using industry-standard protocols (e.g., SAML) and Multi-Factor Authentication (MFA). Comprehensive deployment and administrative tools for system management. Advanced ticket creation, intelligent automated routing, and workload balancing. Internal Helpdesk reporting, SLA management, and compliance auditing.
    - **HelpDesk is a sub area in IT but supports other technology areas.** Include description or workflow for high ease-of-use for employees **and students** submitting technical issues.
2. **Digital Learning Center (DLC):** Seamless API integration with the Learning Management System (Moodle). High ease-of-use for instructors **and students** submitting technical issues. Highly usable and searchable Knowledge Base. Full support for mobile app functionality to assist remote learners.
3. **Strategic Communications and Marketing (SCM):** Work request intake and ticketing customized for marketing and communications projects. Advanced collaboration, task management, and file/asset library capabilities for creative media. Marketing analytics and campaign monitoring features. Integration with the Copy Center. Smart routing, approval workflows, and role-based access control for external and internal communications.
4. **Copy Center:** Mandatory support for tracking Casper College departmental billing codes. Chargeback functionality to accurately attribute costs to specific departments. Auto-invoicing capabilities for completed print and copy jobs. Financial and output reporting specific to print operations.

5. **Institutional Research (IR):** Strict role-based access controls for handling highly sensitive institutional data. Robust data export options for external analysis. Custom report and dashboard builders to track institutional data requests.
6. **Facilities (Physical Plant):** Specialized workflows for maintenance, custodial, and physical plant requests. Include any information on AI enabled functionality. Easy delegation and transfer of tickets among field technicians via the mobile app. Ability to use QR codes to find tickets associated with an asset or open a new ticket.

4. SECURITY, COMPLIANCE, AND ACCESSIBILITY

- **Accessibility Standards:** The proposed solution (including the web portal, agent console, and mobile application) must be 100% compliant with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards.
- **Data Privacy:** The solution must feature role-based user access and FERPA-compliant data privacy and security standards, supported by HECVAT and/or SOC 2 compliant security features. HECVAT is preferred, but SOC 2 may be substituted.
- **Data Sovereignty:** All customer data shall be stored, processed, and transmitted exclusively within data centers physically located in the United States.
- **Data Ownership:** Provider shall not transfer, access, or process Customer Data outside of the United States under any circumstances without the College's prior written consent. Casper College retains exclusive ownership of all data, derivatives, and metadata.

5. DATA OWNERSHIP AND ACCESS

- **Security & Incident Response:** The Vendor must notify Casper College within 72 hours of any suspected data breach. High priority response is defined as incidents causing critical system outages or severe business impact) within two (2) hours of Casper College's notification, 24x7x365. Notification shall include, at a minimum, the nature of the incident, the data affected, and steps taken to mitigate the incident.
- **Data Access & Ownership:** The Casper College retains exclusive ownership of all data, derivatives, and metadata. The Vendor will provide secure, automated nightly downloads and, upon request or termination, data dictionary, attachments and files, a complete export of all data (including audit logs and ERD/schemas) in open formats like CSV, JSON, or XML. The vendor shall provide, automated nightly download of all Casper College data in a mutually agreed-upon format. The Client shall have the right to access and retrieve its data at any time during the License Term.
- **Accountability & Indemnification:** The Vendor is fully liable for the security and integrity of cloud-hosted data and must comply with all applicable laws. Additionally, the Vendor indemnifies Casper College for all costs associated with vendor-caused data breaches, such as notification and regulatory fines.
- **Protection & Recovery:** The Vendor must implement administrative and technical safeguards to ensure data confidentiality. They are also required to maintain and regularly test disaster recovery plans, providing summaries to Casper College upon request. The VENDOR acknowledges and agrees that, notwithstanding the cloud-hosted nature of the SOFTWARE, that

they will remain fully responsible and liable for the security, confidentiality, and integrity of Casper College data, and for compliance with all applicable laws and contractual obligations.

VENDOR QUALIFICATIONS, QUESTIONNAIRE AND CAPABILITIES INCLUDING TRAINING OPTIONS

- Demonstrated experience delivering comprehensive Helpdesk / Enterprise Service Desk solutions to higher education (minimum of 3 years).
- Dedicated onboarding and training for Casper College Staff, with various support level options before, during implementation, and after deployment.
- Implementation, training, and support services that enable Casper College to fully utilize the system's functionality, including built-in, role-based training as part of onboarding for each user type.
- Role-based user access and FERPA-compliant data privacy and security standards with HECVAT and/or SOC 2 compliant security features.
- Compliance with applicable data privacy regulations, including GDPR, with documented controls and processes to support institutional compliance obligations.
- Modern user-friendly, web-based interface that does not require coding, scripting, or software development skills for configuration, daily operation, or reporting.
- The solution shall provide a robust, fully secure RESTful API implementing modern security best practices, preferably including OAuth 2.0 for authentication and authorization.
- Support for Single Sign-On (SSO) using industry-standard identity protocols (e.g., SAML, OIDC), integrated with institutional identity management systems.

Please address the following in your response:

- **Commitment to State-of-the-Art Features:** Please provide a description and examples of how your software has advanced to bring state-of-the-art Enterprise Service Management (ESM) and Helpdesk features specifically targeted at higher education.
- **Multi-Departmental Workspaces & Segregation:** Explain how your system handles incoming requests from multiple sources and securely segregates data, workflows, and communication lists between distinct departments (e.g., how does Strategic Communications and Marketing (SCM) utilize the system for their project needs while staying completely segregated from the IT Helpdesk?).
- **Workflow Management and Automation:** This functionality allows us to structure and standardize workflow for key roles involved in campus support. Explain how the system alerts users/managers to problems, SLA breaches, and tracks performance at each stage of a ticket's lifecycle. Time stamps of key tasks and ticket transfers are also of interest.
- **Self-Service and Ticket Deflection:** How does your platform use the Knowledge Base, AI, or smart forms to empower users to resolve their own issues before successfully submitting a support ticket?

- **Asset & Configuration Management:** Describe your system's capability to track campus assets (hardware, software, facilities equipment) and link those specific assets directly to incoming support tickets or user profiles.
- **Billing and Chargebacks:** Specifically addressing our Copy Center requirements, detail your platform's ability to track departmental billing codes, attribute costs (chargebacks), and auto-generate invoices for completed service requests.
- **Reports and Dashboards:** This should be a single database that includes a simple UI that allows department managers to customize dashboards and the ability to create custom reports. Does the vendor supply a database of standard higher-ed service/support reports?
- **Service Performance Management:** The system should easily point to where our support processes are working well. We would like to look at what elements perform the best, including individual agents, specific departments, or specific types of service requests.
- **AI and Chatbot Capabilities:** Describe your web-based Chat or customizable AI agent capabilities. Do you offer AI-assisted ticket triage, automated incident classification, or predictive analytics to prevent service outages?
- **Customer Feedback:** Please address how you receive input and or criticism from higher ed customers to improve your products. Provide examples of both successes and failures to deliver a new requested feature and why.

Company Background and Experience in Higher Ed

- Please provide a brief history of your company including when it was founded, what primary market it serves, and how long it has been involved in the Higher Education market.
- Please include details on the number of clients you serve that are Community College and the number of clients you serve that use Ellucian Colleague for their SIS.

Implementation, Training, Project Management and Support:

- Please describe your suggested timeline and strategy for implementation, including the makeup and background of your company’s leadership and implementation team. Include how you would approach a phased rollout across multiple diverse campus departments (e.g., IT, Facilities, Strategic Communications and Marketing, Copy Center).
- How quickly is your company typically able to begin implementation after contracting with an institution?
- Provide the anticipated number of hours required for your professional services personnel versus the time required from Casper College campus personnel to ensure a successful launch.
- Describe your approach to On-site vs. Off-site implementation support and any associated cost differences.
- What are your training and knowledge transfer strategies for both functional/departmental agents and technical/system administrators?
- Describe the methods and options for providing ongoing training and support for new features, functionality, and other system updates. Are there formal certification opportunities for system administrators or agents?

- What amount of technical and user documentation is provided, and how is it delivered and updated?
- Please describe your commitment to client support including: what types of users can submit a support request to your company and how those requests are submitted, your support team's hours of operation and guaranteed response rates, and any components of your Helpdesk / Enterprise Service Desk System that require support from third parties

Additional Modules, Functionality, and Future Plans for Development

- What tools are available to extend use of the Helpdesk / Enterprise Service Desk System to include additional modules to other functional areas throughout the student life-cycle?
- Please tell us your roadmap for the next 12 months. What will your organization be working on?
- Provide a timeline and descriptions for anticipated modules, costs and functionality.
- Please tell us your typical timeline and calendar for updates, patches and product improvements.

SECTION *5*: PROPOSAL FORMAT

Letter of Interest / Introduction: This letter shall explain your overall desire to be awarded this contract and provide an introduction of your company and its employees. The letter shall contain the name, address, and phone number of the person who will serve as the principal contact and who will be making the presentation on behalf of your company. The letter shall bear the signature of the person having proper authority to make formal commitments on behalf of your company.

Experience: Submittals will include a detailed description of your company's overall capabilities, experience, and approach in providing the Enterprise Service Management / Helpdesk services described. It will also detail the number of years your company has been in business and any projects you have been awarded that are similar in nature.

Qualifications of Key Personnel: Submit qualifications of those who will be involved in completing the scope of services, particularly the implementation and onboarding teams.

References: Provide references for similar projects and list three (3) to five (5) comparable higher education institutions that have implemented and are currently using your ticketing solution. Include the names of the organizations, a brief summary of work done, and the names, phone numbers, and e-mail addresses of contact persons.

Hosting Options: If your solution has different hosting options available (e.g., cloud-hosted vs. on-premise) and you wish to present more than one, please indicate this in your response and provide separate cost proposals for each.

Accessibility Documentation (VPAT): Bidders must include a current Voluntary Product Accessibility Template (VPAT) with their proposal, clearly documenting the system's current level of compliance with WCAG 2.1 Level AA standards.

Pricing: Provide a comprehensive total cost of ownership for the complete Helpdesk / Enterprise Service Desk System solution as proposed, including core licensing, departmental workspaces, asset management modules, mobile app access, hosting, implementation services, and any required third-party solutions. Costs should cover five (5) years showing separate annual costs. While the proposed total price must be "all-inclusive" based on the core requirements listed in the RFP, bidders must also provide a detailed, line-item breakdown of the costs for any individual modules, user tiers, or optional add-ons. This modular breakdown will help the College understand the specific cost of distinct functionalities (e.g., Asset Management, auxiliary billing, specific integrations) should we choose to do a phased implementation. Additionally, please indicate if your product and pricing are available under a national cooperative purchasing contract that Casper College has access to, and provide the name of the purchasing group (e.g., Omnia, Sourcewell, E&I) along with the specific contract number.

Include any additional cost for service options to help Casper College more rapidly and effectively deploy to our respective departments in the following order (i.e. is there any additional cost if there is a need to more rapidly set up a department beyond your standard service provided with a standard implementation):

1. **Facilities (Physical Plant)**
2. **Information Technology (IT) & Helpdesk**
3. **Strategic Communications and Marketing (SCM)**
4. **Digital Learning Center (DLC)**
5. **Copy Center**
6. **Institutional Research (IR)**

   Contracts: If your company requires a contract to be signed, please provide a sample copy with your proposal.

Casper College requests that proposals be no longer than 30 pages. Please submit 7 hard copies and a flash drive containing the proposal with your bid sheet.

SECTION *6:* EVALUATION CRITERIA

Proposals will be evaluated on, but not limited to, the following criteria (not necessarily in priority order).

- **Pricing:** Although a concern, the bidder with the most favorable pricing may not necessarily be awarded the order.
- **Specifications/Qualifications:** Bidder has met the terms, criteria, and functional requirements (including multi-departmental support and mandatory mobile app) that are viewed to be necessary and/or essential components of this proposal in the opinion of the evaluation committee.

- **Platform integration & Security (Hardware/Software):** Proposed software quality, data security compliance (HECVAT/SOC 2), and how well it will natively integrate with our existing infrastructure (e.g., Ellucian Colleague, Moodle, Google SSO).
- **Reputation:** Information acquired through references and other sources available to Casper College, including the results of previous projects (if any) on our campus.
- **Vendor Stability & Experience:** Length of time the vendor has been in business and amount of experience delivering service management platforms to Higher Education Institutions.
- **Value-Added Concepts:** Items or ideas that are not listed in this RFP that may further enhance and provide measurable value to the college.
- **Innovation/Creativity:** Proposals that identify new or innovative approaches (such as AI-assisted ticket triage, smart chatbots, or advanced predictive analytics).

A cross-departmental evaluation committee including representatives from IT, Facilities, Strategic Communications and Marketing, Digital Learning Center, Institutional Research, the Copy Center, and the Purchasing Department will review proposals. If this project is awarded, it will be based on, but not limited to, the above criteria.

AWARD OF CONTRACT

1. The award(s) will be made to the bidder(s) whose proposal will be the most advantageous to Casper College, considering, but not limited to, the factors shown in the evaluation criteria. Negotiations may be a part of the award process at the option of the college.
2. The initial contract term shall be for five (5) years, with payments made on an annual basis. Upon completion of the initial five-year term, Casper College reserves the option to renew the contract on a year-to-year basis for an additional five (5) years.
3. Consideration of the factors enumerated herein and the award(s), if any, shall be at the sole discretion of Casper College.

CONTRACT REQUIREMENTS

1. Awarded bidder is prohibited from subcontracting, assigning, or transferring, the contract, its rights, title or interest therein or its power to execute such agreement to any other bidder, firm, company or corporation without the prior written consent of Casper College. All approved assignments or other transfers referred to herein must abide by the provisions of the agreement.
2. The College or the awarded bidder may terminate the contract without cause upon thirty (30) days written notice. The contract may be terminated immediately for cause if the bidder fails to perform in accordance with the terms and conditions of the contract.

INVOICING AND PAYMENT

1. Invoices totaling $10,000 or more will be approved once each month at the Casper College Board meeting. This meeting is normally held the third Tuesday of each month. Completed invoices must be in the possession of accounts payable the Wednesday before the third Tuesday to be considered for payment. All invoices shall be forwarded to: Casper College, Accounts Payable, 125 College Drive, Casper, WY 82601 or sent to accounts.payable@caspercollege.edu. No late fees will be paid by the College.

2. The contract may be terminated if funds are not appropriated or allocated to the college by governmental entities that are necessary, in the sole discretion of Casper College, to complete the terms of the contract.

SECTION 7: BID FORM

Casper College – Bid Form

Helpdesk / Enterprise Service Desk System

CC624-26

Bidder Name: ____

Primary Contact Name/Title: ____

1. Total Cost of Ownership (5-Year Projection)

Expense Category	Year 1	Year 2	Year 3	Year 4	Year 5	5-Year Total
Base Program	$	$	$	$	$	$
Module #1 (If Available)	$	$	$	$	$	$
Module #2 (If Available)	$	$	$	$	$	$
Module #3 (If Available)	$	$	$	$	$	$
Module #4 (If Available)	$	$	$	$	$	$
TOTAL ANNUAL COST	$	$	$	$	$	$

2. Professional Services & Implementation

- **Proposed Implementation Timeline (Weeks/Months):** ______________________
- **Total Professional Service Hours (Anticipated):** ______________________
- **Training Delivery Method:** [ ] On-site [ ] Off-site [ ] Hybrid

3. References

List 3-5 comparable institutions currently using your CRM solution with Ellucian Colleague SIS.

1. **Institution:** __________________ **Contact:** __________________ **Email/Phone:** __________________
2. **Institution:** __________________ **Contact:** __________________ **Email/Phone:** __________________
3. **Institution:** __________________ **Contact:** __________________ **Email/Phone:** __________________

4. Authorized Signature

Issued Date: July 15, 2026

By signing below, the bidder certifies that the prices offered are all-inclusive and that the company has not acted in collusion with any other bidder.

Signature:_____________________ Printed Name:___________________ **Date:**_____________________