

BrightMove & Inovium Joint Venture

Applicant Tracking System (ATS) Replacement RFP Response

University of Colorado

RFP No. RFP_F-0000000061

August 2025

Inovium - Service Delivery Partner

Mike Brandt

Head of Alliances

michael.brandt@inovium.com

305-906-0390

1005 Contress Ave., Suite 925

Austin, TX 78701

BrightMove - Technology Platform Vendor

Jimmy Hurff

Head of Customer Success

jimmy@brightmove.com

305-602-8998

320 High Tide Drive, Suite 201

Saint Augustine Beach, FL 32080

Cover Letter

Dear University of Colorado Procurement Team,

We are pleased to submit this joint proposal from Inovium and BrightMove for the University of Colorado's Applicant Tracking System (ATS) Replacement project. Our partnership combines Inovium's extensive experience in higher education implementation and service delivery with BrightMove's award-winning, highly configurable ATS platform.

Key Contact Information:

Primary Contact: Mike Brandt, Inovium (michael.brandt@inovium.com, 305-906-0390)

Technical Contact: Jimmy Hurff, BrightMove (jimmy@brightmove.com, 305-602-8998)

Minimum Mandatory Qualifications Compliance:

- ✓ Turnkey, off-the-shelf solution with CU configuration support
- ✓ Supports 100+ licensed users with role-based personas
- ✓ Supports unlimited non-licensed users (applicants, hiring managers)
- ✓ Security lockdown features for each persona
- ✓ 3+ years experience with higher education institutions
- ✓ Assigned service representative/account manager
- ✓ Assigned technical support contact/team

Minimum Service Requirements Compliance:

- ✓ All service requirements met as detailed in Section D

Exceptions/Deviations:

None - We fully comply with all terms, conditions, and requirements as specified in this solicitation.

Required Forms:

- ✓ CU Solicitation Form (Attachment A) - Completed and signed (see CU_Solicitation_Form_Completed.pdf)
- ✓ Insurance Requirements (Attachment C) - BrightMove Insurance Certificate (see Attachment_C_Insurance_Requirements.pdf)
- ✓ Systems Requirements Gathering Document (Attachment D) - Completed with BrightMove responses (see Systems_Requirements_Gathering_Document_Completed.xlsx)

Minimum Mandatory Qualifications Compliance

| Question | Yes/No | Response |
|--|--------|--|
| a. The proposed solution must be a turnkey, off-the-shelf solution, with the ability to support CU configurations and must be developed by, implemented by, and supported by the same single supplier. | Yes | BrightMove provides a turnkey, off-the-shelf ATS solution with extensive configuration capabilities. Inovium serves as the implementation partner, working under BrightMove's direction to |

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| | | ensure seamless delivery and support from a single supplier relationship. |
| b. The proposed solution must be able to support over 100 licensed users with personas specific to their area of work (i.e. administrators, HR staff, etc.). | Yes | BrightMove supports unlimited licensed users with role-based personas including administrators, HR staff, recruiters, hiring managers, and search committee members. Each persona has specific permissions and access controls. |
| c. The proposed solution must also be able to support unlimited non-licensed users with personas specific to their association with the platform (i.e. applicants, hiring managers, etc.). | Yes | BrightMove supports unlimited non-licensed users including job applicants, external hiring managers, and other stakeholders. These users have restricted access based on their role and relationship to the hiring process. |
| d. The proposed solution must have security lockdown features for each persona, i.e., Administrators have access to only the specific data they need, HR staff have access to only the specific data they need, etc. to conduct their work in their roles. | Yes | BrightMove provides granular role-based access controls with security lockdown features. Each persona has specific data access permissions, ensuring users only see information relevant to their role and responsibilities. |

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| e. Proposers must have a minimum of 3 years' experience in project setup, training, data migration, and support higher education institutions, or institutions of similar size and scope. | Yes | Both Inovium (15+ years) and BrightMove (20+ years) have extensive experience serving higher education institutions and organizations of similar size and scope, including comprehensive project setup, training, data migration, and ongoing support. |
| f. Must have an assigned service representative/account manager. | Yes | Mike Brandt, Head of Alliances at Inovium, will serve as the dedicated account manager for the University of Colorado, providing ongoing relationship management and strategic guidance. |
| g. Must have an assigned technical support contact or team. | Yes | Jimmy Hurff, Head of Customer Success at BrightMove, will serve as the primary technical contact, supported by BrightMove's dedicated technical support team with 24/7 availability for critical issues. |

Minimum Service Requirements Compliance

| Question | Yes/No | Response |
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| h. Planned Downtime: System updates will be scheduled ahead of time and done during low-use periods. Downtime will be short — 30 minutes or less. | Yes | BrightMove schedules all system updates during low-use periods (typically weekends) with advance notification. Planned downtime is limited to 30 minutes or less, with 99.9% uptime guarantee. |

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| i. Browser Compatibility: Works with current versions of all major web browsers. | Yes | BrightMove is compatible with current versions of Chrome, Firefox, Safari, and Edge browsers. The platform is tested regularly to ensure compatibility with browser updates. |
| j. Mobile Access: compatible with mobile devices. | Yes | BrightMove provides responsive web design that is fully compatible with mobile devices including smartphones and tablets. The interface automatically adapts to screen size and device capabilities. |
| k. 24/7 Reporting: Vendors must allow around-the-clock issue reporting, especially for security concerns. | Yes | BrightMove provides 24/7 issue reporting through multiple channels including phone, email, and online portal. Security concerns receive immediate escalation and response. |
| l. Quick Response Times: Critical issues: Respond within 1–2 hours, resolved in 1–3 days depending on severity | Yes | Critical issues receive response within 1-2 hours and resolution within 1-3 days depending on severity. BrightMove maintains dedicated support staff for critical issue handling. |
| m. Minor issues: Respond within 48 hours | Yes | Minor issues receive response within 48 hours during business hours. All issues are tracked through our support ticketing system with regular status updates. |
| n. Security Incident Notifications: CU must be notified of any data breach within 24 hours of detection. | Yes | BrightMove will notify CU of any security incidents or data breaches within 24 hours of detection, following established incident response procedures and regulatory requirements. |
| o. Availability Goals: System should be up and running 99% of | Yes | BrightMove guarantees 99.9% uptime during business hours, exceeding the |

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| the time during busy hours | | 99% requirement. Our cloud infrastructure provides redundancy and failover capabilities. |
| p. Performance Goal: Page load times and system responses should take 3 seconds or less on average. | Yes | BrightMove's cloud-based architecture ensures page load times and system responses average under 3 seconds. Performance is continuously monitored and optimized. |
| q. Disaster Recovery: Vendor should have a solid backup plan in case of major service disruptions. | Yes | BrightMove maintains comprehensive disaster recovery plans including automated backups, redundant data centers, and documented recovery procedures with regular testing. |
| r. Backups: Data should be backed up regularly — at least once a week. | Yes | BrightMove performs automated daily backups with weekly full backups. Data is stored in multiple secure locations with encryption and access controls. |
| s. Data Security: Vendor must follow industry-standard security practices and have strong safeguards in place. | Yes | BrightMove follows industry-standard security practices including SOC 2 Type I compliance, encryption at rest and in transit, regular security audits, and comprehensive access controls. |
| t. Data Storage Rules: CU data must stay in the U.S. unless CU gives written permission otherwise. | Yes | All CU data will be stored in U.S.-based data centers. BrightMove does not transfer data outside the United States without explicit written permission from the customer. |
| u. Ongoing Protection: Vendor must regularly review and update security to keep up with new risks. | Yes | BrightMove regularly reviews and updates security measures, conducts vulnerability assessments, and implements security patches and updates to address emerging threats. |

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| v. Must provide a proposal for training staff on use of the platform. | Yes | Inovium will provide comprehensive training including administrator training, end-user training, and train-the-trainer programs. Training includes live sessions, documentation, and ongoing support. |
| w. Must provide clear documentation for implementation, maintenance, and troubleshooting. | Yes | BrightMove provides comprehensive documentation including implementation guides, user manuals, troubleshooting guides, and knowledge base articles. All documentation is regularly updated. |
| x. Must provide a proposal for ongoing customer support, including software updates and security patches. | Yes | BrightMove provides ongoing customer support including regular software updates, security patches, feature enhancements, and dedicated account management through the Inovium partnership. |
| y. Must confirm the proposed solution is in compliance with Colorado Senate Bill 24-205; Attachment E of this solicitation. | Yes | BrightMove confirms full compliance with Colorado Senate Bill 24-205 requirements. Our platform includes all necessary features to support the bill's provisions regarding data privacy, security, and accessibility standards. |

System Capabilities Assessment

| Question | Yes/No | Response |
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| Support all types of hiring — faculty and staff, across System Administration, with the opportunity for the four | Yes | BrightMove supports all types of hiring including faculty, staff, and administrative positions. The platform can be configured for System Administration and all four CU |

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| campuses to use the system if they choose. | | campuses with campus-specific workflows and processes. |
| Integrate easily with our current HR tools like Oracle PeopleSoft and other internal systems. | Yes | BrightMove provides comprehensive integration capabilities with Oracle PeopleSoft HCM 9.2 and other internal systems through RESTful APIs, web services, and standard data exchange formats. |
| Improve the experience for everyone — from job seekers to hiring teams. | Yes | BrightMove's intuitive interface and streamlined workflows improve the experience for job seekers through mobile-responsive applications and for hiring teams through efficient candidate management and collaboration tools. |
| Handle every part of hiring: writing job descriptions, posting jobs, reviewing applicants, coordinating interviews, and making offers. | Yes | BrightMove provides end-to-end hiring process management including job description creation and approval, job posting and distribution, applicant review and screening, interview scheduling, and offer management. |
| Secure and organized storage of applicant materials that meets legal and university standards, with audit trails. | Yes | BrightMove provides secure document storage with version control, audit trails, and compliance features that meet legal and university standards for data retention and privacy. |
| Tools for different users like recruiters, hiring managers, HR staff, search committees, and job applicants. | Yes | BrightMove provides role-specific tools and interfaces for recruiters, hiring managers, HR staff, search committees, and job applicants, each with appropriate permissions and functionality. |
| A simple and intuitive design so it's easy to use and collaborate, | Yes | BrightMove's user-friendly interface and intuitive design make it easy for users to |

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| even with complex workflows. | | navigate complex workflows and collaborate effectively, regardless of their technical expertise. |
| Built-in tools for job description review and approval, with automatic updates to job postings once a position is approved. | Yes | BrightMove includes built-in workflow tools for job description review and approval processes, with automatic job posting updates once positions are approved through the workflow. |
| Reporting capabilities to meet federal hiring requirements (EEO and OFCCP) and support custom reports as needed. | Yes | BrightMove provides comprehensive reporting capabilities including EEO and OFCCP compliance reports, as well as custom report creation tools to meet specific university requirements. |
| Strong integration with CU's existing systems and tools — including Outlook, OnBase, Textio, CrossChq, and others. | Yes | BrightMove offers integration capabilities with Outlook, OnBase, Textio, CrossChq, and other systems through APIs, web services, and standard integration protocols. |
| Customizable templates and workflows that CU staff can easily adjust without vendor assistance. | Yes | BrightMove provides highly customizable templates and workflows that CU staff can configure and modify without requiring vendor assistance, through intuitive admin tools and configuration options. |
| Communication tools that support both scheduled messages and on-the-fly emails — for internal teams and external candidates. | Yes | BrightMove includes comprehensive communication tools supporting both scheduled automated messages and on-the-fly communications for internal teams and external candidates. |
| Flexibility to serve CU's four campuses, each with its own hiring process and employee population. | Yes | BrightMove's configurable platform can accommodate the unique hiring processes and requirements of each of |

CU's four campuses while maintaining centralized administration and reporting.

System Limitations and Constraints

Important Limitations to Note

As specified in the project requirements, the following limitations apply to our solution:

- **No Candidate-Facing Scheduling Tools:** BrightMove does not include candidate-facing scheduling tools. Interview scheduling is managed through the hiring team interface.
- **No Standalone Mobile App:** BrightMove does not provide a standalone mobile application. The platform is fully responsive and mobile-friendly through web browsers.
- **Account Creation Required:** Candidates must create an account to apply for jobs through the BrightMove platform.
- **Sandbox Environment:** Available for testing at \$100/month. No staging and production promotion capabilities are available with sandbox; it is a proving ground, not a staging environment.
- **No Add-ons or Options:** As specified, we are not proposing any add-ons or additional options beyond the core ATS platform.

System Configuration Limits

| Configuration Item | Limit | Notes |
|--------------------|-----------|--|
| Custom Fields | Unlimited | BrightMove supports unlimited custom fields for job postings, candidate profiles, and application forms. |
| Email Templates | Unlimited | Unlimited email templates can be created and customized for different communication scenarios. |

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| Forms | Unlimited | Unlimited custom forms can be created for applications, surveys, and data collection. |
| Workflow Steps | Unlimited | Unlimited workflow steps can be configured to match complex hiring processes. |
| Data Lists | Unlimited | Unlimited data lists can be created for dropdowns, checkboxes, and other form elements. |
| File Storage | 50MB per file | Individual file uploads are limited to 50MB with configurable limits. |
| Email Sending | Unlimited | No limits on email sending volume within reasonable usage patterns. |

Implementation Timeline and Rollout Plan

24-Week Implementation Timeline

Phase 1: Discovery and Planning (Weeks 1-4)

- Requirements gathering and analysis
- System architecture design
- Integration planning with existing systems
- Project team formation and kickoff

Phase 2: System Configuration (Weeks 5-12)

- Platform setup and configuration
- Workflow customization for each campus
- Integration development and testing

- Security and access control setup

Phase 3: Data Migration (Weeks 13-16)

- Data extraction and validation
- Migration testing and verification
- Historical data import
- Data integrity validation

Phase 4: Testing and Training (Weeks 17-20)

- User acceptance testing
- Administrator training
- End-user training
- Go-live preparation

Phase 5: Go-Live and Support (Weeks 21-24)

- System deployment
- Go-live support
- Performance monitoring
- Ongoing optimization

Key Milestones

- **Week 4:** Requirements sign-off and project plan approval
- **Week 8:** System configuration completion
- **Week 12:** Integration testing completion
- **Week 16:** Data migration completion
- **Week 20:** Training completion and UAT sign-off
- **Week 24:** Go-live and project closure

Support and Training Offerings

Technical Support Model

| Support Level | Response Time | Resolution Time | Availability |
|-------------------|---------------|-----------------|----------------|
| Critical Issues | 1-2 hours | 1-3 days | 24/7 |
| Minor Issues | 48 hours | 5-7 days | Business hours |
| General Inquiries | 24 hours | As needed | Business hours |

Training Approach

Administrator Training

- Comprehensive 3-day administrator training program
- System configuration and customization training
- Workflow design and implementation
- Reporting and analytics training
- Security and user management

End-User Training

- Role-based training sessions (2-4 hours each)
- Live virtual training sessions
- On-demand video training library
- Interactive training guides and documentation
- Train-the-trainer program for CU staff

Cost Proposal

Pricing Structure - Per Worksite Employee Model

Organization Size: University of Colorado (28,000 employees across 4 campuses)

Pricing Model: Per worksite employee model (as specified in project requirements)

Annual License Costs

| Component | Rate | Annual Cost |
|---|--------------------|------------------|
| Per Employee License (28,000 employees) | \$10/employee/year | \$280,000 |
| Included Full Users | Up to 250 users | Included |
| Additional Full Users (if needed) | \$110/user/month | As needed |
| Total Annual License Cost | | \$280,000 |

Implementation Services (Inovium - Time & Materials)

| Service | Estimated Hours | Rate | Cost |
|----------------------------------|-----------------|------------|------------------|
| Project Management | 200 | \$150/hour | \$30,000 |
| System Configuration | 300 | \$125/hour | \$37,500 |
| Integration Development | 400 | \$140/hour | \$56,000 |
| Data Migration | 200 | \$125/hour | \$25,000 |
| Training and Documentation | 150 | \$100/hour | \$15,000 |
| Total Implementation Cost | | | \$163,500 |

Additional Services (Time & Materials)

- **Branding and Marketing:** Custom branding and marketing materials - \$75/hour
- **Ongoing Support:** Dedicated account management and support - \$125/hour
- **Custom Development:** Additional customizations as needed - \$140/hour

Multi-Year Discount Options

- **2-Year Agreement:** 5% discount on license costs
- **3-Year Agreement:** 10% discount on license costs
- **No CPI increases** for multi-year agreements

Total Project Cost Summary

| Year | License Cost | Implementation | Total |
|---------------------|------------------|------------------|--------------------|
| Year 1 | \$280,000 | \$163,500 | \$443,500 |
| Year 2 | \$280,000 | \$0 | \$280,000 |
| Year 3 | \$280,000 | \$0 | \$280,000 |
| 3-Year Total | \$840,000 | \$163,500 | \$1,003,500 |

Proposer Experience and Qualifications

Inovium - Service Delivery Partner

Inovium is a leading human capital management and workforce management consulting firm with extensive experience in higher education implementations. Our team brings:

- **Company History:** 15+ years serving higher education institutions
- **Vision:** To transform how organizations manage their human capital through innovative technology solutions
- **Mission:** Deliver exceptional implementation and support services that maximize technology investments
- **Core Values:** Excellence, Innovation, Partnership, Integrity

BrightMove - Technology Platform Vendor

BrightMove is an award-winning ATS provider with over 20 years of experience serving organizations of all sizes:

- **Company History:** Founded in 2004, serving 1000+ organizations

- **Vision:** To provide the most configurable and user-friendly ATS platform
- **Mission:** Help organizations find and hire the right talent quickly and efficiently
- **Core Values:** Innovation, Customer Success, Quality, Partnership
- **Security:** SOC 2 Type I audit completed - see <https://trust.brightmove.com> for more information

Higher Education Experience

Our combined team has successfully implemented ATS solutions for numerous higher education institutions, including:

- Large public university systems
- Private colleges and universities
- Community college systems
- Research institutions

Conclusion

The BrightMove and Inovium partnership offers the University of Colorado a comprehensive, proven solution that meets all stated requirements while providing exceptional value. Our joint approach combines BrightMove's highly configurable, award-winning ATS platform with Inovium's extensive higher education implementation expertise.

We are confident that our solution will enable CU to streamline its hiring processes, improve candidate experience, and achieve its goals of compliance, efficiency, and excellence in talent acquisition across all four campuses.

We look forward to the opportunity to partner with the University of Colorado on this important initiative.

Sincerely,

Mike Brandt

Head of Alliances

Inovium

michael.brandt@inovium.com

Jimmy Hurff

Head of Customer Success

BrightMove

jimmy@brightmove.com