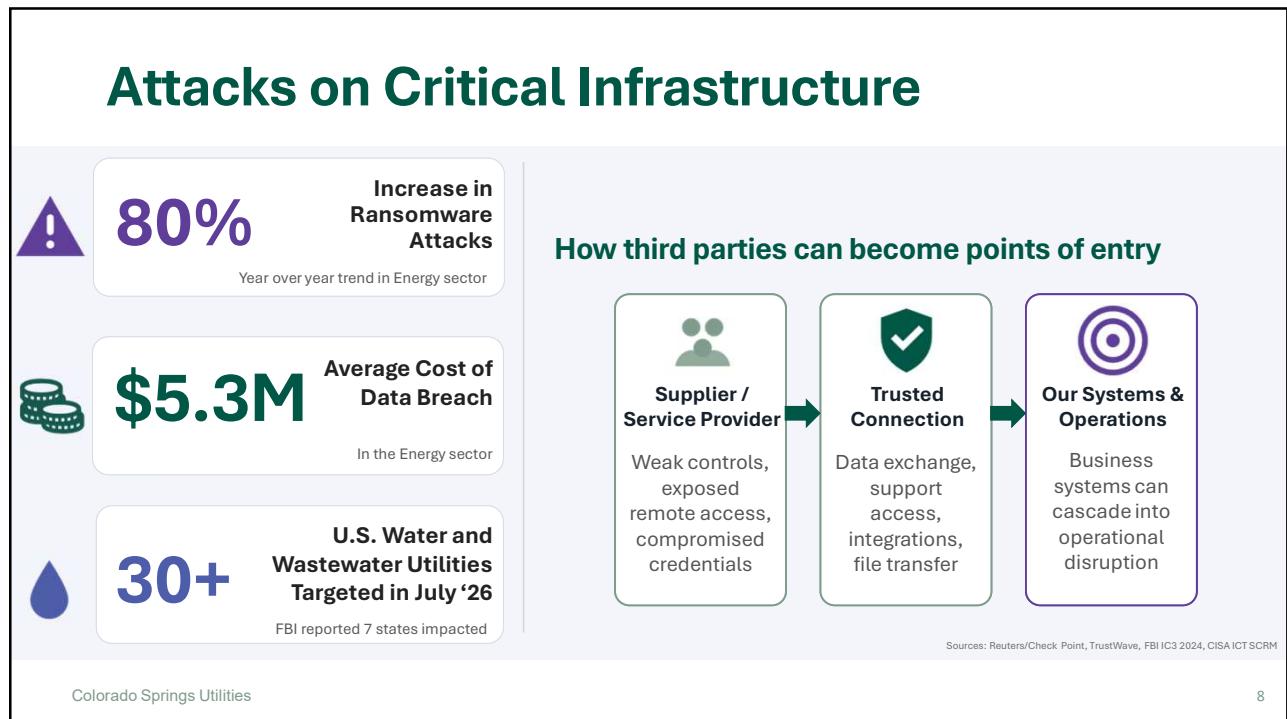




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9

Cybersecurity Requirements

Strong security. Shared responsibility. Protecting Colorado Springs Utilities together.



BASELINE REQUIREMENTS

All Contracts

These are the minimum cybersecurity requirements expected for **all suppliers** doing business with Colorado Springs Utilities.

-  MFA
-  Endpoint Configuration
-  Log Monitoring
-  Up-To-Date Patches
-  Disclosure of Breaches (72 hours)
-  Subcontractor Diligence
-  Employee Cybersecurity Training
-  Basic Incident Response Capability
-  Regular Backup / Recovery

Colorado Springs Utilities

10

Cybersecurity Requirements

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BASELINE REQUIREMENTS **All Contracts**

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ADDITIONAL REQUIREMENTS **When Handling Sensitive Data**

Additional safeguards are required when suppliers handle **sensitive data** to meet security objectives and regulatory compliance.

- Federated Identity / SSO
- Minimum Encryption Levels
- Location of Data
- Limited Sharing of Data
- Vulnerability Management
- Data Marking
- Destruction of Data
- Audits (Annual)
 - 3rd Party Attestation (SOC 2 Type II, ISO 27001, CMMC, etc.)
 - Penetration Tests

11

11

Supplier Compliance Gap: 3rd Party Certifications

We require proof of independent security audits—just as we require professional certifications.



OUR REQUIREMENT

All contractors that store, process, or have access to sensitive data must provide a current 3rd party audit certification.



Acceptable Certifications

- SOC 2 Type II
- ISO 27001
- CMMC L2+ (C3PAO)



Must be current, in good standing, and provided annually.



THE ISSUE

Many contractors cannot provide the required 3rd party audit certifications.



No certification held



Contract signed without attestation



Certificate does not meet our requirement (SOC 2 Type II, ISO 27001, CMMC, etc.)



No response or incomplete documentation

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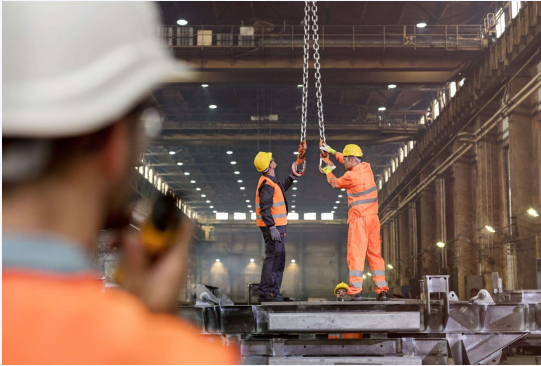


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2

Contractor Safety Management Program



Our Vision

- Everyone who works on our projects returns home safely everyday

Our Commitment

- Maintain a safe work environment
- Protect employees, contractors, customers, and the community
- Partner with contractors who share our commitment to safety

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3

3

Contractor Safety Program Framework

Contractor Exposure Categories determined from project risk and exposure

Contractor Minimum Safety Requirements (CMSR)

ISNetworld (ISN)

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Contractor Exposure Risk Categories

Minimal Exposure

- Little exposure to operational, safety, or environmental hazards
- No direct impact on Colorado Springs Utilities operations

Requires

Maintain regulatory compliance

Limited Exposure

- Limited exposure to operational, safety, or environmental hazards
- May involve access to Colorado Springs Utilities facilities or work areas

Requires

+ CMSR

Elevated Exposure

- Elevated exposure to safety, operational, or environmental hazards
- Typically requires specialized training, qualifications, permits, or additional oversight

Requires

+ ISN subscription

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Contractor Minimum Safety Requirements

Promotes consistent and safe work practices across all contractor activities

Defines contractor safety expectations and requirements

Establishes minimum safety standards

Requires the development of site-specific safety plans

Includes safety guidance, checklists, and sample documentation

Supports the development of effective contractor safety programs

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6

ISN

Qualify	Qualify contractors before work begins
Verify	Verify safety program requirements
Manage	Manage contractor compliance
Monitor	Monitor ongoing eligibility throughout the contract
Maintain	Maintain an active ISN subscription for the duration of the contract.

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ISN & Colorado Springs Utilities Supplier Day

September 2026

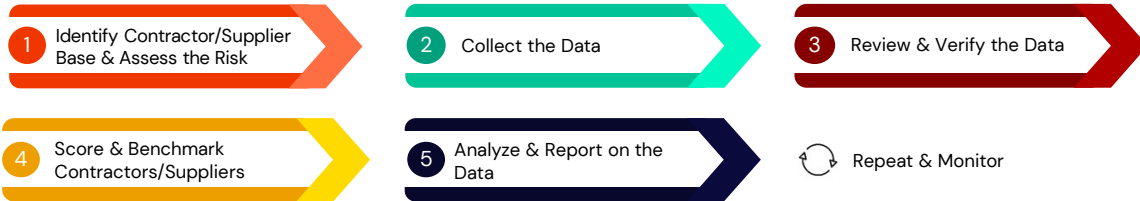
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ISN's 5-Step Process

ISN provides a world-class platform of data-driven products and services that help manage risk and strengthen relationships with contractors.



Company ID: 400-126708 Company Contact: Carl Allen Site: McKinney Enterprises A ACCEPTABLE TO USE			
Grade Component	Status	Points	Gaps
HSE & Sustainability Questionnaire	Satisfactory	10 / 10	
Written HSEQ Programs	RAVS score is 100	15 / 15	
ESG Verify Policies and Procedures	RAVS score is 90	8 / 10	
Implementation Assessment	RAVS Plus score is 90	5 / 10	
Serious Injury & Fatality Rate	Satisfactory	15 / 15	
Post Job Evaluation	Post Job Eval is between 90 and 100	10 / 10	
Insurance	Current Documents are Accepted	20/20	
Commercial Questionnaire	Satisfactory	3 / 5	
Cybersecurity	Satisfactory	5 / 5	
Total		91 / 100	

Company Scorecard



Carl Allen

Meets My Company's Completion Requirements

KNOX

CONSTRUCTION

Company ID: 400-126708

Company Grade			
STATUS	SITE	GRADE	MINIMUM PASSING GRADE
★ Green	Active Contractors	A	C
Online Training (OT)			
STATUS	TRAINING NAME	TRAINING STATUS	
★ Green	Site Orientation	Pass	
Training Qualifications (TQ)			
STATUS	ACTIVITY	ACTIVITY STATUS	
★ Green	Scaffolding - Crew	Qualified	
★ Green	Scaffolding - Supervisor	Qualified	

Employee Scorecard

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ISN in Numbers

900

Hiring Clients Worldwide

90,000

Active Contractors/Suppliers*

*Includes:

15,000+
Diverse Contractors/
Suppliers

24,000+
Small Contractors/
Suppliers**

85+
Countries with ISN
Customers

35+
Languages Spoken

2,400+
Years of HSEQ, Data Science
and Sustainability Experience

800+
Employees in 12 regional offices

Dallas (HQ), Midland, Mexico City, Calgary, Toronto,
Montreal, London, Perth, Sydney, Auckland, Dubai and Paris



**Companies with 9 or fewer employees

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Connecting with Hiring Clients



CONTRACTOR

Contractor contacts ISN to discuss how to be added to a specific Hiring Client's vendor list OR submits a request via ISNworld



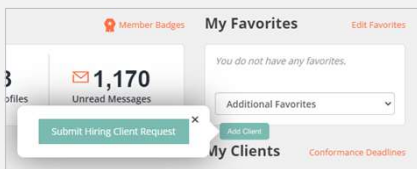
ISN

1. ISN submits the request on the Contractor's behalf
2. The Contractor must follow up with their Hiring Client contact directly



HIRING CLIENT

Hiring Client responds to the request to be added to their vendor list



PRO TIP

Have your Hiring Client's contact information and work location (email and phone number) available for the ISN Customer Service team to submit the connection request on your behalf.

Scan Here to Request a New Connection



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Your Contractors' ISN Membership – Best-in-Class Network & Tools

ISNworld member contractors are searchable by **900** clients worldwide, can connect to new clients for no additional fee and gain access to **25+** member-exclusive tools to become compliant and improve.

Achieve Compliance & Elevate Company Programs and Safety Culture

- Benchmark performance through **Data Analytics & Visualizations**
- Simplify insurance compliance with **ISN's Agent/Broker Tool & Insured Advantage™**
- Assess program effectiveness and safety culture through **RAVS 360™ & CultureSight for Contractors**
- Collect and manage incidents through **Incident Management Tool**
- Leverage **ISN's Learning Management System (LMS)** to train your workers on topics such as Energy-Based Safety, Hazard Recognition, Using Stop Work, and High-Energy Control Assessments (HECA®)

Increase Worker Readiness & Knowledge through ISN's free Empower® app for workers

- Workers access **high-quality training** and **meet client requirements** through:
 - ISN's Complimentary LMS Catalog
 - Company Required Training
 - Client Required Training
 - Worker Acknowledgment
- Maintain **Digital Wallet** to quickly show compliance
- Generate topical and timely **Toolbox Talks**, powered by AI



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Updating Contact Information in ISNetwork

Company Contacts

 The company contacts page allows you to add contacts for specific roles within your organization and should be reserved for employees of your company. ISN Hiring Clients may contact these individuals for information.

Company Contacts

Required Contacts 1 of 9 Completed

Carl Allen callen.contractor@isn.contractors 214-303-4900 Main Contact	Add New Billing	Add New Business Development (Sales)
Add New Emergency	Add New Executive	Add New Insurance

The Company Contacts page allows you to add contacts for specific roles within your organization and should be reserved for employees of your company. Please note, only employees with admin permissions can access this page in ISNetwork.

Please follow the steps below on how to access the Company Contacts page:

1. Login to www.isnetworkworld.com
2. Select **Company Information** on the left-hand navigation menu
3. Select **Company Contacts**
4. Select **Add New** for any contact on page

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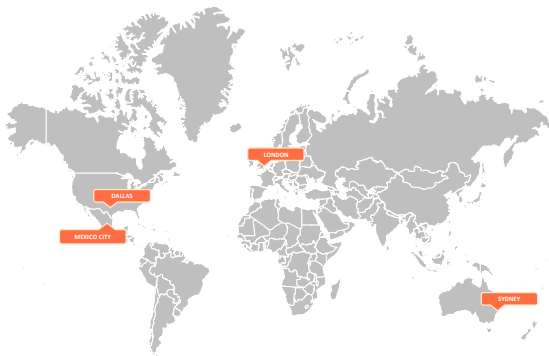
Commitment to Contractor Support

Customer Support Channels



24 Hour Assistance During the Workweek

4 Global Customer Service Centers



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2026 Achievements

- 60** second average speed to answer for calls/chats
- 95%** customer interaction satisfaction score (CSAT)
- 7,000+** average interactions (calls and chats) handled per week
- 7,000+** average outbound calls per week
- 15,500+** customers joined events or 1-1 meetings
- 35+** languages spoken

Skill-based routing of calls to subject matter experts and language speakers

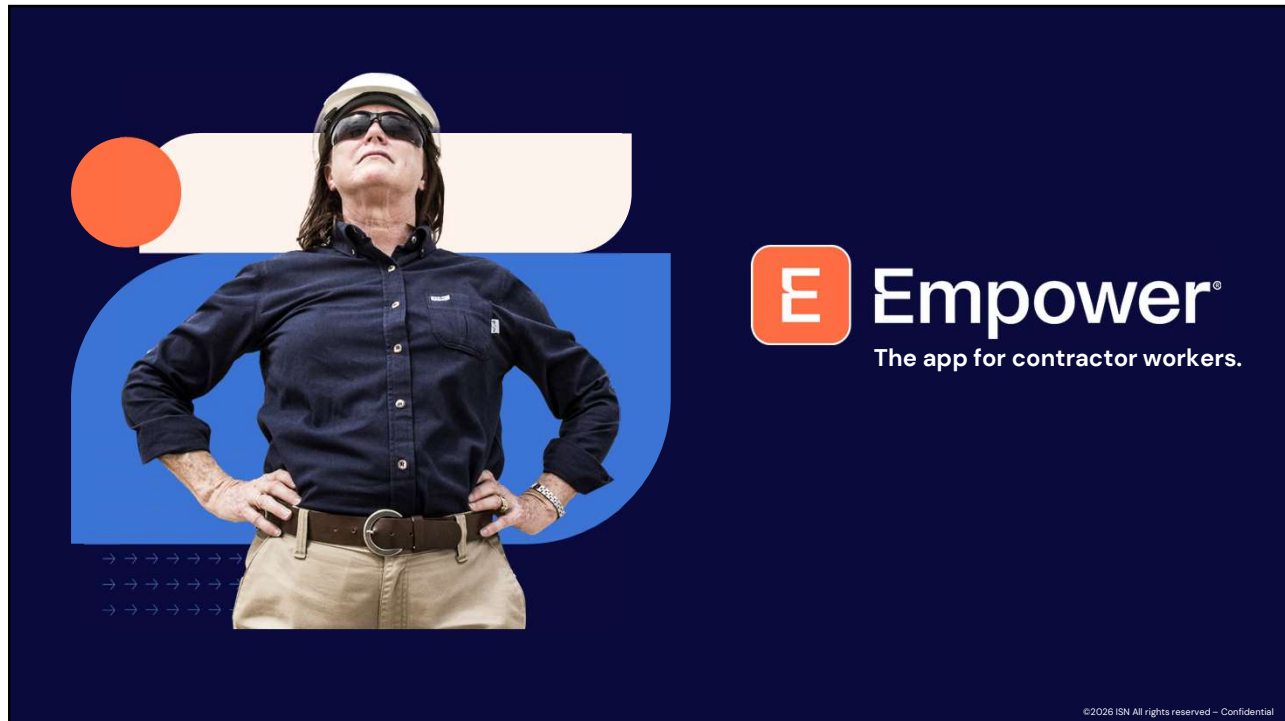
Customer Experience feedback tracking

Help Center



*in select countries

14



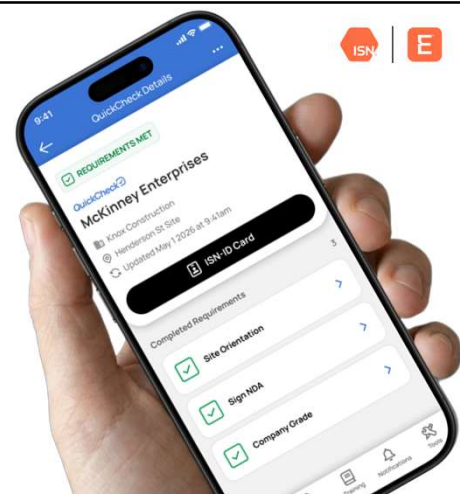
15

What is Empower?

ISN's free mobile app designed for contractor workers.

We created Empower to...

- Give workers **quick & easy access** to jobsite requirements
- **Reduce overreliance** on Contractor Company Admins
- Promote a **more connected** workforce
- Increase **job readiness**



"Empower lets my workers be more involved in the whole process. Their trainings and documents are available to them in the app, so they can **always access what they need, when they need it.**"

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Key Features of Empower



Convenience

- Access Digital ISN ID Card & Upload Photo
- Log in with Phone Number and Face ID
- Store Trainings Records and Certificates
- Offline Capabilities for Documents and ISN ID Card



Compliance

- View Jobsite Compliance Status
- Complete Training
- Acknowledge Policies and Procedures



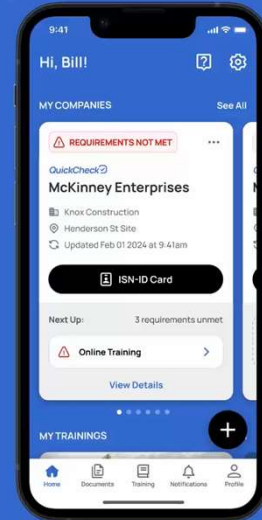
Contractor Tools

- Toolbox Talks
- Hazard Assistant



Communication

- Real-time communications
- Training Expiration Notices



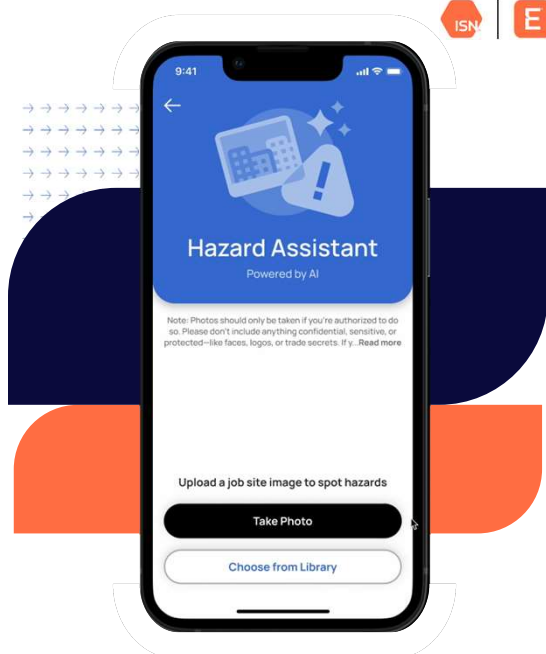
17



Hazard Assistant: Jobsite Hazard Insights

Create an AI-powered hazard analysis in seconds with ISN's **Empower** app.

- Identifies critical risks and hazards
- Suggests controls
- Trained on recognizing energy sources that turn into hazards when uncontrolled
- Closed AI engine developed by ISN



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Toolbox Talks™

Workers can use this AI-powered tool to search for task-relevant safety moments and share them directly with their team.

10,000+

Total Toolbox Talks Users

25,000+

Generated Toolbox Talks

Most Popular Topics:

- 1 Welding
- 2 Driving
- 3 PPE
- 4 Heat Stress
- 5 Confined Space



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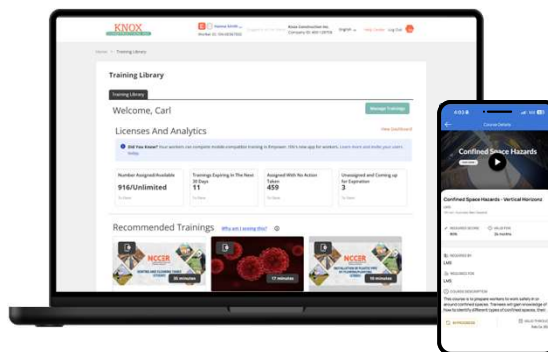
19

Learning Management System (LMS)

ISN's LMS Platform provides complimentary* high-quality, computer-based training material to contractors to satisfy training needs and Hiring Client requirements. Unlimited LMS is included in the contractor subscription with the use of Empower.

Benefits

- ✓ Training from 15+ accredited providers
- ✓ Automatically integrated with ISNworld
- ✓ Mobile accessible
- ✓ Auto syncs with Training Qualifications (TQ)



"ISN's web based LMS training offering has been extremely beneficial and a huge improvement! This tool provides amazing features for us and is so beneficial for both Regeneron and our contractors."

Brittany Grimes, Regeneron

770+ Training Topics Available Including:

First Aid • Respiratory Protection • Aerial and Scissor Lifts • Confined Space • Basic Rigging • Defensive Driving • Heat Stress • Scaffold Safety • Bloodborne Pathogens • Fall Protection • Ladder Safety • Cybersecurity Awareness

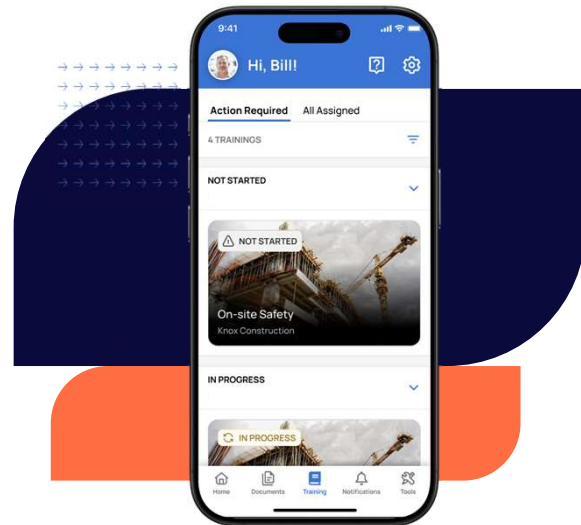
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My Company Training™

ISNetworld contractors can now use Empower to share internal trainings with their employees.

- Create training content or upload SCORM-ready files in ISNetworld
- Training can be assigned to your company workers and completed in Empower
- Receive notifications when assigned to a training
- Track expiration and renewal dates to increase awareness

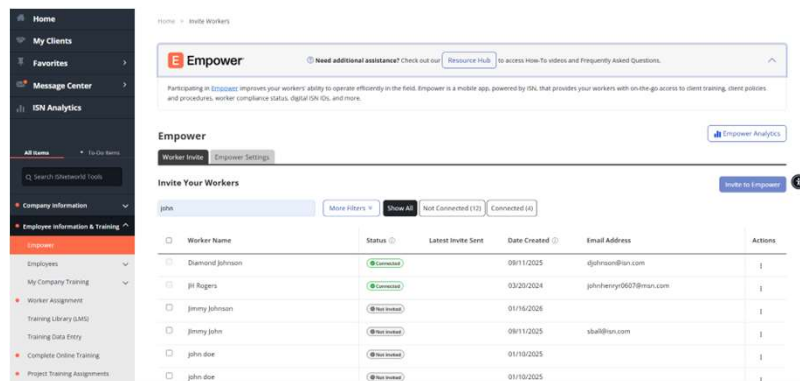


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Invite your Workers to Empower

1. Log into your **ISNetworld account**
2. Click **Employee Information & Training** on the left menu
 - a. Click **Empower**
3. Click **Invite to Empower** button on the right
 - a. Select the **Employee(s)**
 - b. Select to send via **Email** and/or **SMS text message**
 - c. Click **Submit button**



Helpful
Resources &
Step-by-Step
Instructions



Schedule 1:1
time with our
Empower Team



Download
Today

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Wrap Up & Questions



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It's how we're all connected

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1

Why are we here today?

- Continuously improving tools and processes to optimize asset management throughout the asset lifecycle
- Shifting from traditional CAD design deliverables to intelligent, data-driven drawings for vertical assets – “Smart P&IDs”
- Why?
 - Our growing system requires better digital asset information
 - Smart P&IDs reduce downstream effort for operations and maintenance teams
- What this means for you?
 - Clearer standards
 - Better defined deliverables
 - Less rework



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2

Integrated Asset Management

Purpose:

- Make better decisions about our assets so they last longer, cost less to maintain and provide reliable service to customers.
- Recognize how each phase of an asset's lifecycle contributes to the overall asset reliability and cost
- Standardize processes, practices and tools across all phases

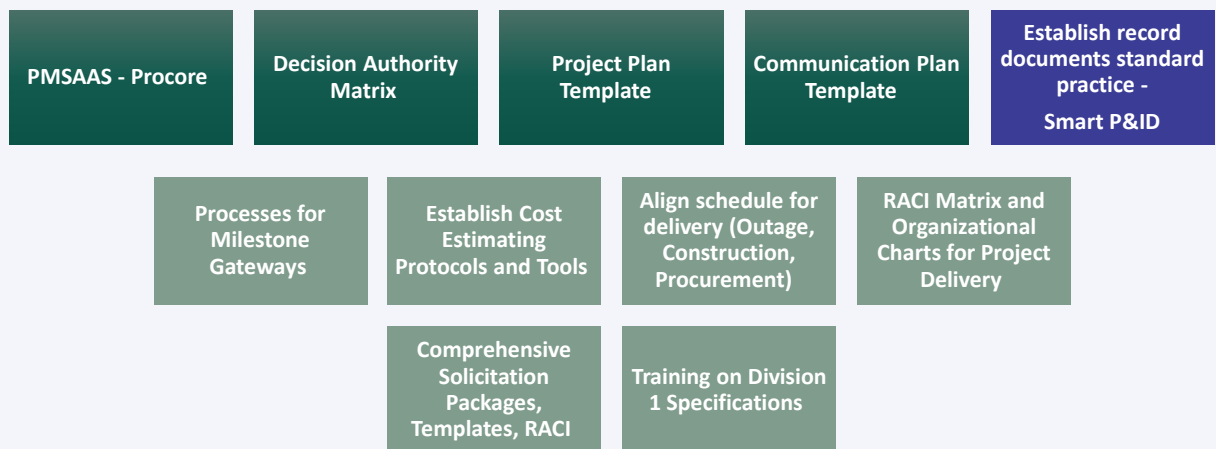
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2026 Efforts in Delivery



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Smart P&IDs Explained

Think of it as a digital map of a utility system that knows more than a paper drawing.



Bottom Line: A Smart P&ID is like turning a paper map into Google Maps for your infrastructure.

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Traditional P&ID: A drawing that shows pipes, valves, pumps, and instruments.

Smart P&ID: Each symbol contains data, like equipment ID, manufacturer, maintenance history, and links to documents

Why it matters: Changes update faster, information is easier to find, and teams make better decisions.

Real-world example: Click a valve on the drawing and instantly see its location, specifications, and maintenance records.

Consultant Role & Responsibilities

Consultant Expectations

- Create Smart Drawings
- Enter Asset Data
- Follow Standards
- Submit Reviews

Springs Utilities Responsibilities

- Provide Standards
- Review Deliverables
- Approve Milestones
- Maintain Governance



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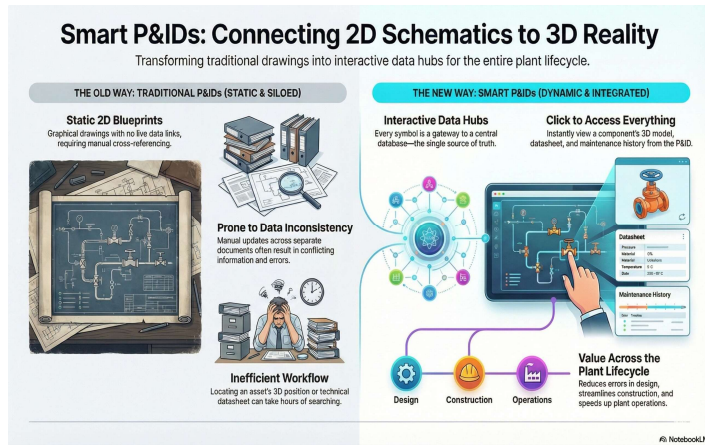
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Benefits & Next Steps

Benefits

- Less rework
- Faster project closeout
- Better asset data quality
- Easier future maintenance
- Consistent expectations across projects

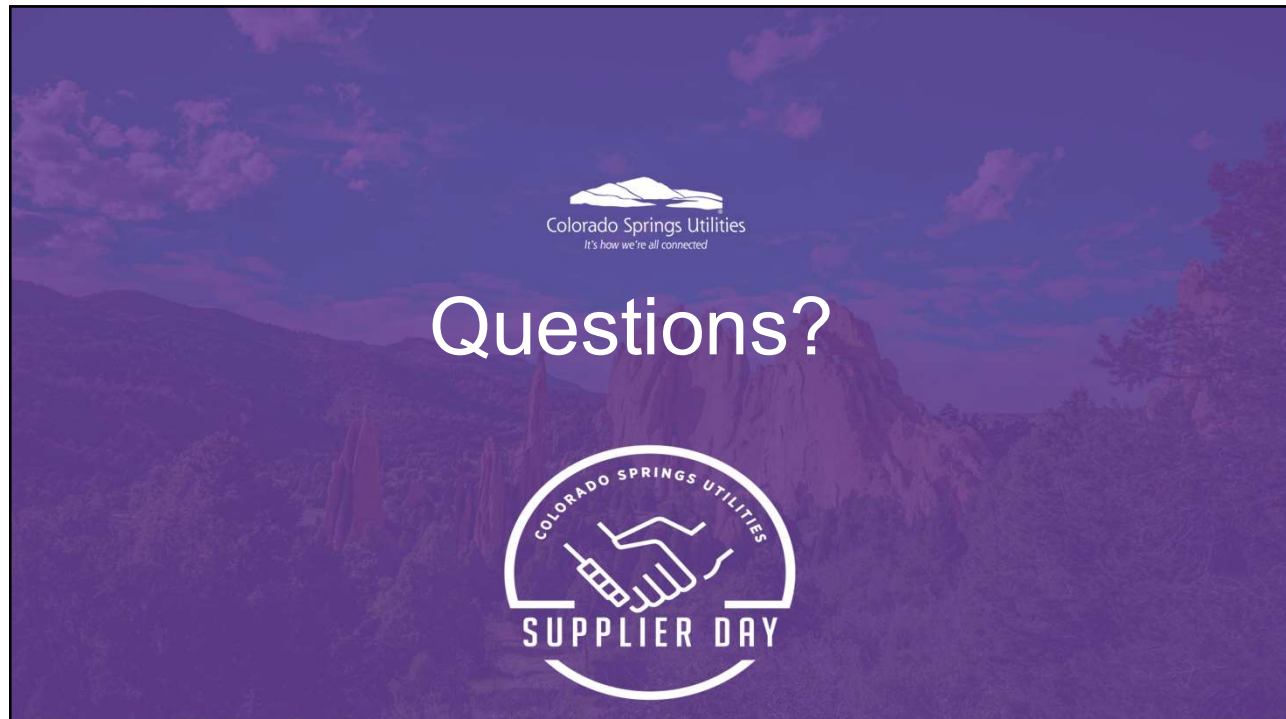


Key Takeaway: We are not asking for better drawings. We are asking for better information.

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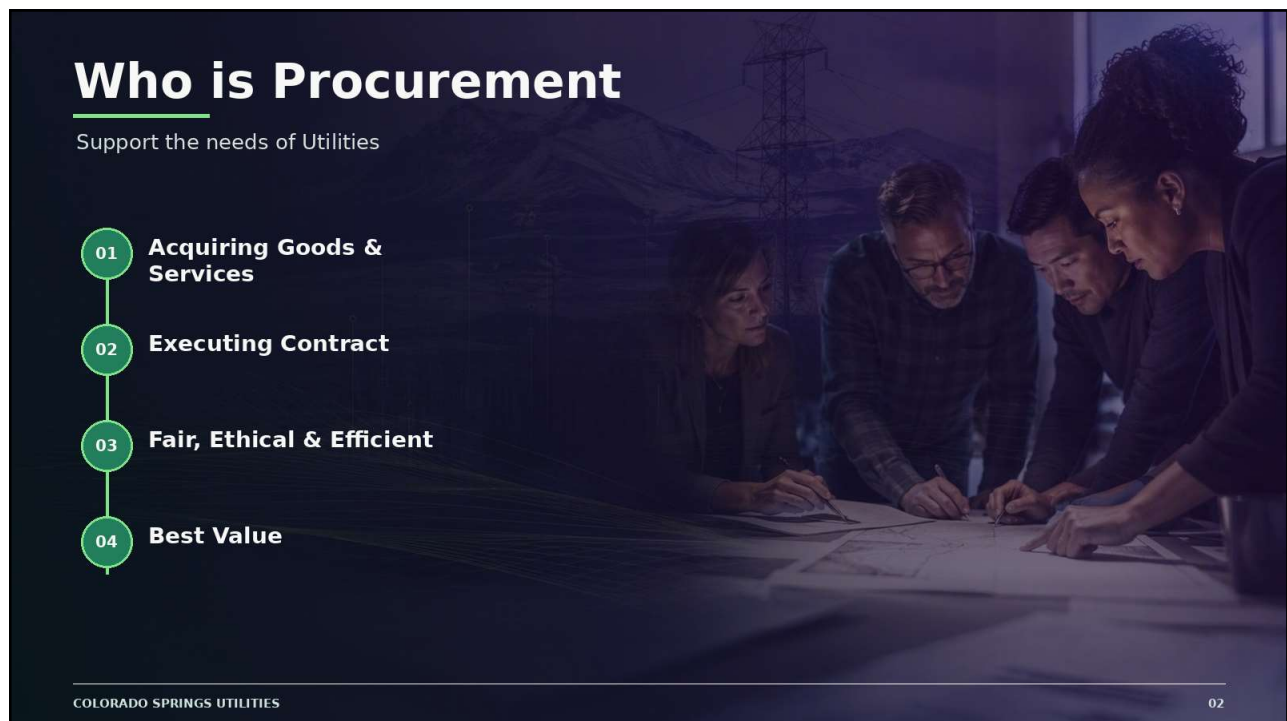
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Partnering with Utilities

STEP 01

Register with SOVRA BidNet

- Free and paid plans
- Matched bid notifications
- Unified search

www.csu.org/suppliers/

STEP 02

Register in Colorado

- Register to do business in Colorado
- Certificate of Good Standing

<https://www.coloradosos.gov>

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3

3

Alignment – Why is it important



Better collaboration between suppliers and Utilities



Better project planning and execution



Clear roles and responsibilities



Solutions for complex projects and issues



Shared understanding of Utilities policies and processes



High performance at competitive cost

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4

4



5

Initiation Of A Contract

- **Internal Procurement Request**
- **Internal Approvals**
- **Reviews to Determine Procurement Path**
 - Contract Requirements
 - Solicitation Requirements
 - Small Procurement
 - Task Order From Existing Contract
- **Prepare & Execute Contract or Task Order**

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A faint, light blue background image of a power plant with several tall smokestacks and a large transmission tower, situated behind a fence.

6

Solicitations

- RFP (Best Value) vs IFB (Lowest Responsive, Responsible Bid)
- Formal vs Informal Solicitations
- Posting Timelines
- RFP – Technical & Pricing Proposals
- Contract Templates & Requirements
 - Level of Effort
 - Subcontractor Quotes
 - Markups

7

Solicitations Highlights & Expectations

- | | |
|---|--|
| <ul style="list-style-type: none"> ✓ Read — the solicitation documents & requirements | <ul style="list-style-type: none"> ✓ Use — all templates provided |
| <ul style="list-style-type: none"> ✓ Follow — provided instructions | <ul style="list-style-type: none"> ✓ Communication — restricted to listed Representative |
| <ul style="list-style-type: none"> ✓ Answer — all questions asked | <ul style="list-style-type: none"> ✓ Contract & Exhibit — exceptions |
| <ul style="list-style-type: none"> ✓ Provide — all information & documents requested | <ul style="list-style-type: none"> ✓ Timelines — pay close attention to stated timelines |

8

Invoice Payment

CONTRACT / PO

RECEIPT / ACCEPTANCE

INVOICE / PAY APP

**3-WAY
MATCH**



PAYMENT

9

Contract Success

SUPPLIER DAY

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10

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Contract Structure

- ✓ **CORE TEMPLATE**
Utilities' standard contract templates
- ✓ **REVIEW REQUIREMENTS**
Non-standard contract language needs review
- ✓ **SITUATIONAL REQUIREMENTS**
 - CLAUSES
 - EXHIBITS
 - ATTACHMENTS
 - SUPPLEMENTARY CONDITIONS

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11

Contract Exceptions

- ✓ **Will cause delay for review**
 - Legal
 - Risk
 - IT & Cyber
 - Safety
 - Regulatory & Compliance
- ✓ **Exceptions need proposed alternative**
- ✓ **Legally required contract language examples**

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Contract Negotiations Success

- ✓ Collaborative partnering
- ✓ Appropriate decision makers in meetings
- ✓ Situational decision makers
- ✓ Attorney limitation
- ✓ Timeliness

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Contract Performance & Compliance

- ✓ Understand the Contract
 - Terms
 - Scope & Requirements
- ✓ Performance Alignment with Contract
- ✓ Comply with contract requirements
 - Insurance
 - Cyber – SOC 2
 - Safety – ISNet
 - SBA – Subcontracting plans

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Contract Administration

-  **Amendments / Change Orders**
-  **Contract Renewals**
-  **Price Increase Requests in compliance with contract**
-  **Invoicing in compliance with contract**

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Procurement System Change

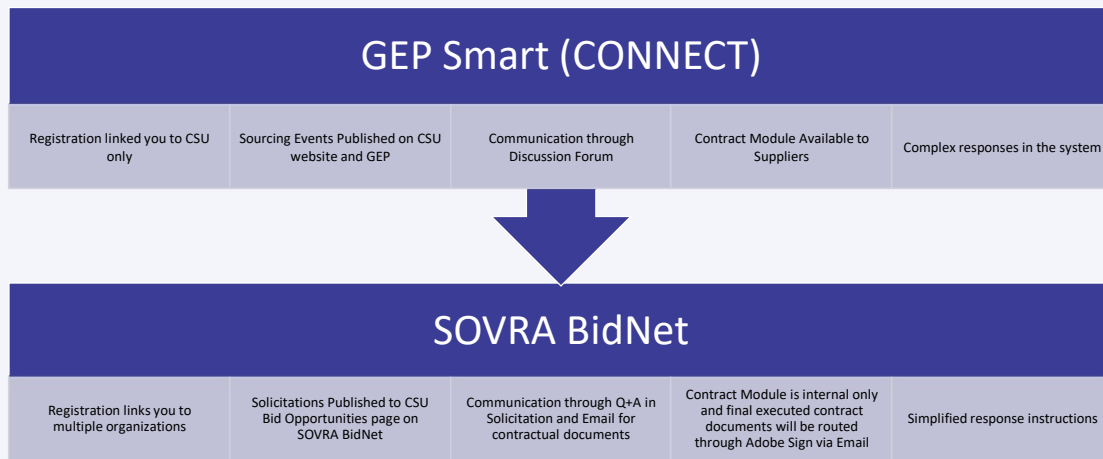
SUPPLIER DAY

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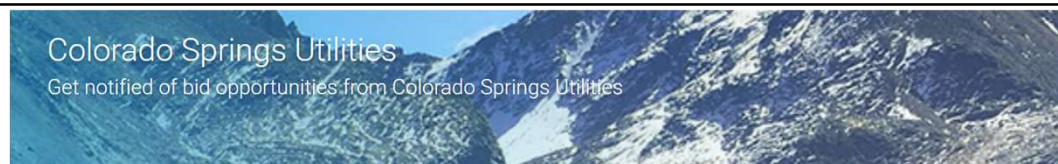
Going From GEP to SOVRA BidNet



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Colorado Springs Utilities Bid Opportunities

Colorado Springs Utilities's Open and Closed Solicitations are posted below. Please [register](#) or [login](#) to see details of all open opportunities. In the spirit of continuous improvement Colorado Springs Utilities utilizes the Rocky Mountain E-Purchasing System and welcomes your participation and cooperation.

We hope vendors find this system useful in expanding their visibility to the broad array bid opportunities from the extensive number of agencies that are part of the Rocky Mountain Purchasing System! Thank you for registering and we look forward to the opportunity of working together. If you need help registering, please contact BidNet's Vendor Support Department at 800-835-4603, Option 2.

Open Solicitations	Closed Solicitations	Awarded Solicitations
3 Open Solicitations Order By Published Date (Newest first) ▼		
RFP-TM-G9044 Service Line Warranty Program Colorado		Published 07/15/2026 Closing 08/21/2026
RFP-YK-G8801 Marketing Agency Colorado		Published 07/08/2026 Closing 08/14/2026
RFP-JF-G08502 Windmill Gulch Lift Station-Construction Manager-General Contractor Services Colorado		Published 07/02/2026 Closing 09/02/2026

Register to Bid

Register to do business with Colorado Springs Utilities. Join the Rocky Mountain E-Purchasing System to expand your business with local governments throughout Colorado and Wyoming.

Register with the Rocky Mountain E-Purchasing System to gain access to bids today.

[REGISTER NOW →](#)

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