



# **COLORADO**

## **Division of Central Services**

Department of Personnel  
& Administration



# 2014

## *Rate Comparison Report*

*First Choice for Service*

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## Division Overview

Created by statute in 1976<sup>1</sup>, the DIVISION OF CENTRAL SERVICES (DCS) exists to provide business support services to state agencies. Focused on creating economies of scale, cultivating strong and sustainable partnerships, and emphasizing quality, the mission of DCS is to promote the highest possible value for customers and earn our reputation as Colorado's "First Choice for Service."

Housed within the Department of Personnel & Administration, DCS consists of four main program areas: Address Confidentiality Program (ACP), Capitol Complex Facilities Management (CCF), Integrated Document Solutions (IDS), and State Fleet Management (SFM). Each of these units provides an innovative mix of services and/or programs tailored to the unique needs of each customer, such as:

- Business cards
- Consulting, facilitation, and project management
- Copier/Multifunction printers
- Mail
- Internal/external mail processing and security screening
- Interoffice delivery
- Courier delivery
- Graphic design
- Print (digital, commercial, variable)
- Fulfillment/Kitting
- Warehousing
- CD-DVD duplication
- Data conversion (data bases, data entry, OCR, web-based/online applications)
- Imaging and microfilm
- Scanning (high production/digital, maps/blueprints)
- Legal substitute address and confidential mail forwarding
- Leased space and facility management
- Building security and identification programs
- Special event permits
- Information resources and referral services
- Short-term vehicle rentals (Motor Pool)
- Vehicle acquisition and lifecycle management

Agencies within the four-county, core service area of Adams, Arapahoe, Jefferson, and Denver are required to participate in the program unless they are granted a project-based waiver from DCS. All state agencies except for institutions of higher education as allowed under HB 04-1009 are required to participate in the State Fleet Management Program.

In order to achieve the highest value and ensure the fulfillment of its mission, DCS maintains a policy of surveying service rates every two years. This bi-annual study enables DCS to ensure pricing is competitive or offered at lower rates than private industry in each of its key service areas.

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<sup>1</sup> §24-30-1101

## Procedures for Preparing Rates

DCS has adopted the following procedures when conducting rate comparisons for goods and services:

- 1) When obtaining pricing from the private sector for print and mail services, standard rates are gathered through annual national studies using the Print and Mailing Services Pricing Guides published by Q.P. Consulting, Inc.
- 2) When comparing costs, commonly used goods and services will be compared.
- 3) Services to be compared must be comparable. For example, the rate charged by IDS for data entry includes storing data, yet the private sector rate is for keystrokes only. Graphic design service rates are compared to lower level “house designer” rates, whereas the quality of professionals employed by DCS would more typically be charged at a higher “agency designer” rate.

In these scenarios, DCS must *a)* not compare services, *b)* determine what percentage of the rate is due to the additional service not provided by the private sector and adjust the rate accordingly; or *c)* err on the side of comparing the DCS service rate to the lowest private sector rate.

- 4) DCS rates include statewide indirect costs when those costs would be redistributed to other cash-funded agencies were DCS not in existence.
- 5) Although “value added” cannot be quantified, statements that illustrate convenience, efficiency, and other benefits will be included. DCS also publishes a complementary “Cost Savings Study,” which includes detailed information on value added and real cost savings components achieved by the use of DCS services.

## Goods and Services Compared

Goods and services selected for comparison in 2014 include:

### Capitol Complex Facilities Maintenance

The Capitol Complex group offers full service facility management within 18 core state buildings, including the State Capitol building, the Governor’s Residence, State Services Building, Human Services Building, and other state-owned office facilities. The group provides building maintenance including HVAC, plumbing, electrical, lights, general maintenance, day and evening custodial services (in-house and contractor), grounds maintenance, snow removal, and building security. The group also provides the public with special event permits and information resources.

Services compared include:

- Building lease rates

## Integrated Document Solutions (IDS)

From design and print to imaging, mail, and delivery, IDS partners with state agencies to deliver creative, cost-effective solutions for every stage of a document's life. Blending subject matter expertise at all staffing levels, strong private sector partnerships, and the convenience of integrated service delivery, IDS maintains two campuses, one in Denver and one in Pueblo, to provide services to state agencies along the Front Range.

The full spectrum of IDS services includes: graphic design, commercial, digital, and variable data printing, copying, bindery, copier equipment management, USPS mail sorting and processing, special delivery and courier services, interoffice mail and package delivery, imaging services, microfilm, data entry, online application development, and online content management through the State's Electronic Data Warehouse (EDW).

### Services compared include:

- Business cards
- Data entry
- Mail delivery and courier delivery
- Graphic design
- Imaging
- Mail projects
- Printing – (digital and commercial)

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## State Fleet Management (SFM)

Managing the State's current and future vehicle needs, State Fleet Management is driving change for Colorado through efficiency and innovation. SFM supports the State's fleet of approximately 6,000 light duty vehicles throughout their life cycle. SFM orders new vehicles, disposes of older ones through public auction, and arranges for purchase funding. SFM authorizes maintenance and repairs, and manages the State's fuel card program. The program also provides extensive support to agencies in order to achieve compliance with the State of Colorado's "25-in-5" petroleum use reduction.

The State Motor Pool rents fully equipped late-model cars, minivans, and SUVs to state agencies on a daily, weekly, or monthly basis. Rates for State Motor Pool vehicles include mileage, insurance, and fuel.

### Services compared include:

- Vehicle rentals
- Vehicle acquisition

# Comparisons

## Capitol Complex Facilities Management

### Lease Rates

Based upon a lease rate comparison with the private sector, Capitol Complex saved the State \$6,860,195 in fiscal year 2014.

Given their historic and ornate nature, or their participation in the “Greening of Government” initiatives, the following buildings are considered Class A: the State Capitol Building, the Legislative Services Building, the State Office Building, and the State Services Building. The buildings at 690 and 700 Kipling Street are viewed as Class A/B due to the technological capabilities associated with the State’s computer center and CBI crime lab.

### Private Sector Lease Rates per Square Foot (psf)

Location	Class A	Class B	Class C
Northeast Suburban	\$ 25.00	\$ 16.30	\$ 12.50
West Suburban	\$ 19.50	\$ 17.00	\$ 13.50
Midtown CBD	\$ 25.50	\$ 18.75	\$ 17.00
Uptown CBD	\$ 27.50	\$ 22.00	\$ 17.50

Source: Newmark Grubb Knight Frank, December 2013

	Capitol Complex Area/ Midtown	Capitol Complex Area/ Uptown	690 & 700 Kipling/ West	Pierce Street/ West	North Campus/ Northeast
<b>Building Classification</b>	<b>Class A &amp; B</b>	<b>Class A &amp; B</b>	<b>Class A &amp; B</b>	<b>Class B &amp; C</b>	<b>Class C</b>
<b>Square Footage</b>	369,933	286,727	105,318	116,448	81,787
<b>Capitol Complex Lease Rate psf</b>	\$ 15.76	\$ 15.76	\$ 15.76	\$ 7.78	\$ 2.77
<b>Private Sector Lease Rate psf</b>	\$ 22.13	\$ 24.75	\$ 18.25	\$ 15.25	\$ 12.50
<b>Savings psf</b>	\$ 6.37	\$ 8.99	\$ 2.49	\$ 7.47	\$ 9.73
<b>Total Savings in FY 13-14</b>	<b>\$ 2,354,624</b>	<b>\$ 2,577,676</b>	<b>\$ 262,242</b>	<b>\$ 869,867</b>	<b>\$ 795,788</b>

## Integrated Document Solutions (IDS)

### Graphic Design

As the cost of design services is often built into a larger project expense and only “house” or basic design projects are bid by the hour, it is difficult to separate this service for a true rate comparison. IDS designers are award-winning professionals who supervise both complex and basic projects, yet their rate is compared here to the lower, “house” standard rates.

Additionally, IDS often absorbs portions of service that would otherwise be billed hourly by an outside vendor. Using a simple hour-to-hour basis for comparison, IDS offers the highest quality design staff at the lowest price – **average savings to state agencies is \$11 per hour.**

Vendor	Hourly Rate
Amelie Company	\$ 120.00
Forte Advertising, LLC	\$ 85.00*
Hellman Associates, Inc.	\$ 125.00
360 Media, LLC	\$ 135.00
<b>Integrated Document Solutions (IDS)</b>	<b>\$ 105.00</b>

\* This is a base rate for simple design, the rate for more complex work increases based on level of design needed.

Most design jobs are projects based and for this report we have include a project titled, “Quarterly Publication.” This project contained specifications that are typical of a regular publication DCS provides for a regular customer.

**Project – Quarterly Publication specifications:** Finished Size – 8.375" x 10.875"; Full-Color throughout (gloss text and cover stocks 32 pages + cover); Front Cover – full page photo w/text; Back Cover – half page ad/half page mailing panel; Inside – heavy text throughout; Gut Pages – pages 1–15 consists of exhibit news, announcements, program text, and calendar with 2–3 photos per page (70%/30% text/photo ratio); pages 16–32 consists of 2 to 3 "feature" stories including text with 0 to 3 photos per page, sidebars, pull-quotes, and maps or other graphics (60%/40% text/photo ratio). All issues print with a Four-page center section pullout.

Vendor	Project Cost
5280 Creative (Only estimate was provided)	\$ 48,000/yr
Carbon 8 (Only estimate was provided)	\$ 26,000/yr
<b>Integrated Document Solutions</b>	<b>\$ 17,010/yr</b>

## Mailing Projects

A large component of IDS services include mailing projects. Mailing projects vary from small mailings of 100 pieces to large mailings of 100,000 pieces or more; and from simple projects that include affixing postage and delivering to the U.S. Post Office, to more complex projects that include hand-inserting mail into envelopes, printing addresses on envelopes, and sorting mail for postage discounts. As IDS custom tailors solutions based on each agency or project's unique needs, we have included a variety of ongoing or representative projects for cost comparison purposes. Please note that all project costs include pick-up and delivery with IDS and there are no minimum pieces for mailings, as there are often with outside vendors. All prices quoted are as of September 2014.

### IDS vs. National Average Charts for Mail:

Production Rates	IDS Price Per Piece	National Low*	National High*	National Average*
Letters (Metered)	\$ 0.059	\$ 0.030	\$ 0.047	\$ 0.039
Inserter (1-4/1 oz)	\$ 0.057	\$ 0.078	\$ 0.110	\$ 0.940
Data and Printing (Ink Jet) Letters	\$ 0.085	\$ 0.081	\$ 0.115	\$ 0.098
Data and Printing (Ink Jet) Flats	\$ 0.085	\$ 0.089	\$ 0.125	\$ 0.107

\*2012-2013 Quick Printing Industry Pricing Study

Small Machine Work	IDS Price Per Piece	National Low*	National High*	National Average*
Tabbing	\$ 0.044	\$ 0.037	\$ 0.057	\$ 0.047

\*2012-2013 Quick Printing Industry Pricing Study

Hand Work (Services no longer tracked)	IDS Price Per Piece	National Low*	National High*	National Average*
F/C In-Order Sort (Letter)	\$ 0.056	N/A	N/A	N/A
F/C In-Order Sort (Flat)	\$ 0.093	N/A	N/A	N/A

\*2012-2013 Quick Printing Industry Pricing Study

Automated Sorting	IDS Price Per Piece	National Low*	National High*	National Average*
3 & 5 Digit Sort	\$ 0.024	\$ 0.023	\$ 0.029	\$ 0.026

Postage	Full Rate	IDS 3-Digit Sort Rate	State Savings Per Class	Avg. Pieces	Avg. State Savings
1 oz Letter	\$ 0.490	\$ 0.406	\$ 0.084	17,000,000	\$ 1,428,000
2 oz Letter	\$ 0.700	\$ 0.406	\$ 0.294	2,100,000	\$ 617,400
3 oz Letter	\$ 0.910	\$ 0.666	\$ 0.244	500,000	\$ 122,000
3.5 oz Letter	\$ 1.120	\$ 0.796	\$ 0.324	65,000	\$ 21,060
Postcard	\$ 0.340	\$ 0.265	\$ 0.075	1,200,000	\$ 90,000
<b>Approximate Potage Savings</b>					<b>\$ 2,278,460</b>

## **Printing (digital and commercial)**

Printing projects can vary in size and produced either by a four-color ink process or digitally. For digital printing, all commercial vendors include paper in their impression charges. IDS charges by the piece of paper, not the impression count which creates additional savings when printing double sided. All prices quoted were obtained in October 2014.

### **Commercial (Four-color)\***

**Project 1 – Information Card (File: print ready PDF):** Four-color (CMYK), double-sided single sheet of 100# gloss cover with trim and wrap. This project has a volume of 150,000 pieces.

<b>INFORMATION CARD</b>	<b>50,000</b>	<b>100,000</b>	<b>150,000</b>
<b>Sprint Denver, Inc</b>	\$ 2,646.00	\$ 3,806.00	\$ 4,834.00
<b>OneTouchPoint</b>	\$ 2,113.00	\$ 3,392.00	\$ 4,653.00
<b>C&amp;D Printing</b>	\$ 1,984.00	\$ 3,198.00	\$ 4,406.00
<b>Integrated Document Solutions (IDS)</b>	\$ 1,573.00	\$ 2,654.00	\$ 3,738.00

\*IDS accesses commercial printing services through a pool of pre-qualified vendors.

**Project 2 – Hand Book (File: print ready PDF):** Four-color, plus satin aqueous, double-sided with 16 sheets, plus cover and bleeds, printed on 80# matte cover and guts 80# matte book with saddle stitch and fold. This project has a volume of 5,000 pieces.

<b>HAND BOOK</b>	<b>3,000</b>	<b>5,000</b>
<b>Sprint Denver, Inc</b>	\$ 10,655.00	\$ 12,422.00
<b>OneTouchPoint</b>	\$ 10,826.00	\$ 13,588.00
<b>C&amp;D Printing</b>	\$ 12,160.00	\$ 15,123.00
<b>Integrated Document Solutions (IDS)</b>	\$ 5,774.00	\$ 7,595.00

\*IDS accesses commercial printing services through a pool of pre-qualified vendors.

**Project 3 – Brochure (File: print ready PDF):** Four-color (CMYK), double-sided single sheet of 100# gloss book with bleeds and tri-fold. This project has a volume of 15,000 pieces.

<b>Vendor</b>	<b>5,000</b>	<b>10,000</b>	<b>15,000</b>
<b>Sprint Denver, Inc</b>	\$ 1,441.00	\$ 1,705.00	\$ 1,945.00
<b>OneTouchPoint</b>	\$ 1,214.00	\$ 1,448.00	\$ 1,702.00
<b>C&amp;D Printing</b>	\$ 932.00	\$ 1,254.00	\$ 1,515.00
<b>Integrated Document Solutions (IDS)</b>	\$ 851.00	\$ 1,009.00	\$ 1,172.00

\*IDS accesses commercial printing services through a pool of pre-qualified vendors.

## Digital (Quick Copy)

**Project 4** – This is a typical 500-piece digital copy job in color.

Vendor	Color Copies
National Average*	\$ 231.96
National Median*	\$ 225.00
National High Range Median*	\$ 248.89
National Low Range*	\$ 215.03
<b>Integrated Document Solutions (IDS)</b>	<b>\$155.25</b>

\*2012-2013 Quick Printing Industry Pricing Study

**Project 5** – This is a typical 5,000-piece digital copy job in monochrome (black).

Vendor	Black Copies per Click (impression) w/20# Bond	Black and White Copies
National Average*	0.056	\$ 280.00
National Median*	0.05	\$ 250.00
National High Range Median*	0.06	\$ 300.00
National Low Range*	0.052	\$ 260.00
<b>Integrated Document Solutions (IDS)</b>	<b>0.0285</b>	<b>\$ 142.50</b>

\*2012-2013 Quick Printing Industry Pricing Study

## Business Cards

The cost of business cards includes the design and printing of 500 cards. Full-Color cards are printed on 14pt coated with UV, and color matte cards are printed on 100# matte stock.

Vendor	Four-Color Business Cards
National Average*	\$66.97
National Median*	\$62.00
National High Range Median*	74.47
National Low Range*	\$59.47
<b>Integrated Document Solutions (IDS)</b>	<b>\$42.50</b>

\*2012-2013 Quick Printing Industry Pricing Study

## Delivery and Courier Services

Delivery and courier services are difficult to measure because IDS charges a flat rate for service while most courier services have fees schedules that vary by miles traveled, number of hours in the delivery window, package weight, and number of pieces in the request. When factoring in surcharges for fuel, weight, and number of packages, IDS services remain lower than the private sector. Prices quoted in September 2014.

Vendor	Direct 1-2 hours	Economy 3 hours	Same Day 8 hours
Quicksilver <sup>2</sup>	\$ 19.25 – \$ 58.25	\$ 11.10 – \$ 36.65	\$ 10.25 – \$ 34.45
Speedy Messenger <sup>3</sup>	\$ 14.00 – \$ 77.00	\$ 9.75 – \$ 57.75	\$ 6.50 – \$ 38.50
Integrated Document Solutions <sup>4</sup>	\$ 73.00	\$ 73.00	\$ 73.00

## Imaging Services

Imaging projects are divided into two separate categories; projects under 1 million images and projects over 1 million images as compared below. The rates shown below are for scanning only. Using the per piece basis for comparison, total projects for FY14 with under 1 million images, IDS saved the state of Colorado about \$45,689.00. For projects over 1 million documents, savings is about \$67,433.85.

### Projects Under 1 Million Images:

Total images for individual projects in FY14 processed by IDS, 6,527,000.

Vendor	Cost Per Image	Total Project Cost	Total Savings Provided by IDS
Mountain Scanners (Glenwood Springs, CO)	0.055	\$ 358,985.00	\$ 45,689.00
Vdocs.org (Seminole, FL)	0.06	\$ 391,620.00	\$ 78,324.00
Lin-Cum, Inc. (Phoenix, AZ)	0.05	\$ 326,350.00	\$ 13,054.00
Integrated Document Solutions	0.048	\$ 313,296.00	\$ 45,689.00
			IDS Average Savings

<sup>2</sup> Quicksilver pricing is based on government rates in the Denver Metro area only. All rates have an additional 18% fuel surcharge added to the base rate, which is quoted based on package weight and delivery timeframe. No fuel surcharge under \$1.50 per gallon. Additional regional delivery fees apply outside of the Denver Metro area.

<sup>3</sup> All Speedy Messenger rates have an additional 12% fuel surcharge added to the base rate, plus a \$1.30 per mile fee in the Denver Metro area only. Additional regional delivery fees apply outside of the Denver Metro area. Packages over 10 lbs also have a \$0.03 per lb surcharge. Drivers are not required to undergo background or drug screenings.

<sup>4</sup> IDS charges a flat rate, including fuel. Each additional package is \$1.25.

**Projects Over 1 Million Images:**

Total images for individual projects in FY14 processed by IDS, 6,743,385.

Vendor	Cost Per Image	Total Project Cost	Total Savings Provided by IDS
Mountain Scanners (Glenwood Springs, CO)	0.055	\$ 370,886.18	\$ 67,433.85
Vdocs.org (Seminole, FL)	0.06	\$ 404,603.10	\$ 101,150.78
Lin-Cum, Inc. (Phoenix, AZ)	0.05	\$ 337,169.25	\$ 33,716.93
Integrated Document Solutions	0.045	\$ 303,452.33	\$ 67,433.85
			<b>IDS Average Savings</b>

**Data Entry Services**

The total keystroke volume for all projects processed by IDS in FY14 was 280,448,616. Comparisons shown below are for other companies providing the same type of service. Please note comparable companies are all *located outside of the United States*, with these services typically outsourced to other countries.

Vendor	Vendor Location	Cost Per Hour	Average Keystroke Hour	Calculated Keystroke Cost	Total Project Cost	Total Savings Provided by IDS
Data Entry Services India	India	\$ 3.00	11672	\$ 0.000257	\$ 72,082.41	\$ 75,714.01
3Alpha Data Entry Services	India	\$ 4.50	11672	\$ 0.000386	\$ 108,123.61	\$ 39,672.81
Integrated Document Solutions		N/A	11672	\$ 0.000527	\$ 147,796.42	\$ 57,693.41
						<b>IDS Average Savings</b>

**State Fleet Management (SFM)**

**Vehicle Rentals**

All Motor Pool vehicles include fuel, collision damage waiver insurance (CDW), and mileage. Rentals from private sector vendors that are leased using a State Travel Management Program travel card automatically include CDW, although fuel is not included and a per-mile fee may be levied depending on the vendor and mileage. According to data gathered by the State Travel Management Program, the average cost of fuel per day of rental is \$19.25, which assumes an average of \$3.47 per gallon and includes taxes. Fuel costs have been added to the base daily rental fee in order to present an accurate comparison of rates.

Vendors	Compact	Full Size Sedan	Minivan	Med SUV/4x4
Enterprise	\$52.42	\$57.19	\$73.92	\$74.53
Hertz	\$52.78	\$54.94	\$77.65	\$83.06
SFM	\$50.00	\$50.00	\$65.00	\$68.00

## Vehicle Acquisition

This table compares rates between leasing and purchasing, assuming 600 vehicles are purchased in a given year.

Cost Components	Lease				Retail Purchase*			
	(A6) Impala	(D5) Ford Express 15 Pass Van	(F2) Ford F150 Ext Cab 4X4 PU	(K2) Dodge Durango 4X4 SUV	(A6) Impala	(D5) Ford Express 15 Pass Van	(F2) Ford F150 Ext Cab 4X4 PU	(K2) Dodge Durango 4X4 SUV
Retail Price**	\$23,684	\$31,324	\$29,858	\$29,907	\$23,684	\$31,324	\$29,858	\$29,907
Upfront	\$3,525	\$1,532	\$4,797	\$5,264	\$0	\$0	\$0	\$0
Monthly Payments	\$258	\$898	\$416	\$417	\$544	\$720	\$686	\$687
Lease/Purch Option	\$7,342	\$8,005	\$11,346	\$10,467				
Annual Insurance	\$935	\$1,013	\$1,166	\$1,002	\$935	\$1,013	\$1,166	\$1,002
Insurance CPM	\$0.062	\$0.068	\$0.078	\$0.067	\$0.062	\$0.068	\$0.078	\$0.067
Annualized Cost	\$6,748	\$14,173	\$10,194	\$9,939	\$7,463	\$9,653	\$9,398	\$9,246
Four-year Cost	\$26,991	\$56,693	\$40,775	\$39,755	\$29,852	\$38,612	\$37,592	\$36,984
	<b>SFM Acquisition Costs</b>				<b>SFM Acquisition Costs</b>			
State Price	\$17,478	\$25,896	\$21,923	\$25,398	\$17,478	\$25,896	\$21,923	\$25,398
% Savings	26%	17%	27%	15%	26%	17%	27%	15%
Monthly Payments	\$379	\$474	\$476	\$551	\$379	\$474	\$476	\$551
Annual Insurance	\$255	\$255	\$255	\$255	\$255	\$255	\$255	\$255
Annualized Cost	\$4,803	\$5,946	\$5,967	\$6,867	\$4,803	\$5,946	\$5,967	\$6,867
Four-year Cost	\$19,212	\$23,783	\$23,868	\$27,468	\$19,212	\$23,783	\$23,868	\$27,468
	<b>Comparison</b>							
SFM Annual Savings	\$1,945	\$8,228	\$4,227	\$3,072	\$2,660	\$3,707	\$3,431	\$2,379
SFM Four-year Savings	\$7,779	\$32,910	\$16,907	\$12,287	\$10,640	\$14,829	\$13,724	\$9,516

\*\*Lease/Retail purchase price discounted at 10% off MSRP

**State-wide annualized savings = \$1,826,604**

### Assumptions:

- 1.) Four-year, 48-month life cycle
- 2.) 15,000 miles per year (0.25 per mile charge for miles over 35,000)
- 3.) Metro Area operations
- 4.) Retail insurance – good drivers, over 30, no off road, \$0 deductible comp/\$100 deductible collision – zero liability
- 5.) Retail finance rate at 4.9%, SFM rate at 1.99%
- 6.) SFM "insurance" at 1.6 cents per mile
- 7.) Management fee/cost same for all scenarios



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