



REQUEST FOR PROPOSALS
For
Deliverables-Based Information Technology Services
RFP # 2023-069

Sealed proposals will be accepted until **2:00 PM CT, Friday, September 15, 2023** and then publicly opened and read aloud thereafter.

Legal Name of Proposing Firm

Contact Person Title

Telephone Number E-Mail Address

Street Address of Principal Place of Business City/State Zip

Complete Mailing Address City/State Zip

Acknowledgment of Addenda: #1 _____ #2 _____ #3 _____ #4 _____ #5 _____

By signing below, you hereby certify that the information contained in this proposal and any attachments is true and correct, and may be viewed as an accurate representation of proposed services to be provided by this organization. You agree that failure to submit all requested information may result in rejection of your company's proposal as non-responsive. You certify that no employee, board member, or agent of the North Central Texas Council of Governments has assisted in the preparation of this proposal. You acknowledge that you have read and understand the requirements and provisions of this solicitation and that the organization will comply with the regulations and other applicable local, state, and federal regulations and directives in the implementation of this contract. And furthermore that I certify that I am legally authorized to sign this offer and to submit it to the North Central Texas Council of Governments, on behalf of said offeror by authority of its governing body.

Authorized Signature

SECTION 1: OVERVIEW

The North Central Texas Council of Governments (“NCTCOG”) seeks an experienced firm or firms to provide Deliverables-Based Information Technology Services (DBITS) to the NCTCOG TXShare Program. The awarded contracts would be promoted via the TXShare Cooperative Purchasing Program. The purpose of this Request for Proposals (“RFP”) is to solicit responses that result in a contract with one or more qualified Vendor(s) that are familiar with providing any or all of these products and related services.

1.0 PURPOSE

NCTCOG is seeking to provide contract offerings for the following Deliverables-Based Information Technology Services (DBITS). Our organization intends to engage a vendor to provide a wide range of Deliverables-Based Information Technology Services. Within each technology Product Category listed below, examples have been provided. The list of examples is not intended to be exclusive, but rather general indications of the types of services within a given Product Category. Other services that may not be detailed or listed as examples but which adhere to the definition for each Technology Category are also in scope. Each of the categories implies the requirement for the skills to accomplish the outcome and deliver an acceptable product to the Customer. Qualified proposing vendors need only to propose on the individual categories/services they offer. Vendors are not expected to provide a quote every category listed below. The selected vendor(s) will be responsible for delivering high-quality solutions and professional services in any one or more of the following categories:

Product Category #1: Provide *Application Development* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #2: Provide *Application Maintenance and Support* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #3: Provide *Data Management, Analytics, and Automation* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #4: Provide *Enterprise Architecture* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #5: Provide *Project Management* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #6: Provide *Technology Upgrade, Migration, and Transformation* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #7: Provide *Business Intelligence* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #8: Provide *Kentico Maintenance and Support* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #9: Provide *Laserfiche Maintenance and Support* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #10: Provide *Microsoft Maintenance and Support* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #11: Provide *Smartsheet Maintenance and Support* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #12: Provide *Geospatial Software and Data Support* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #13: Provide *Products and Services Otherwise Not Anticipated in the RFP* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #14

NCTCOG Agency/Department Specific Category: Provide *PEBC Employee Benefits Enrollment Application and Database Software Maintenance and Support* through a contract on the TXShare Cooperative Purchasing Program.

A comprehensive description of each Product Category is found on **Exhibit A**.

NOTE: Under the TXShare program, any public entity or non-profit can use the TXShare contract and its selected vendor(s) and pricing to pursue their own projects. Vendors awarded a contract under the TXShare Program may offer their services nationwide if they desire to do so. This offers a unique advertising advantage to vendors to promote their services, as the vendor's prices are competitively bid under a cooperative contract.

SECTION 2: TXSHARE COOPERATIVE

2.0 NCTCOG OVERVIEW

The North Central Texas Council of Governments (hereafter NCTCOG) is a voluntary association of, by, and for local governments and was established to assist local governments in planning for common needs, cooperating for mutual benefit and coordinating for sound regional development.

NCTCOG serves a 16-county metropolitan region surrounding the cities of Dallas and Fort Worth. Currently the Council has 236 members, including 16 counties, 168 cities, 23 independent school districts, and 29 special districts. The area of the region is approximately 12,800 square miles, which is larger than nine states, and the population of the region is over 7.0 million, which is larger than 30 states.

NCTCOG's governing structure is as follows: each member government appoints a voting representative from their governing body. These voting representatives make up the General Assembly, which annually elects a 17-member Executive Board. The Board also includes one ex-officio non-voting member of the legislature. The Executive Board is supported by policy development, technical advisory, and study committees, as well as a professional staff.

2.1 TXSHARE PROGRAM EXPLANATION

NCTCOG intends to make the contract resulting from this procurement available to other governmental entities through its TXShare cooperative purchasing program. Vendors realize substantial efficiencies through their ability to respond to a TXShare solicitation that will increase their sales opportunities and reduce the need to repeatedly respond to public agency Requests for Proposals. From these efficiencies, vendors pay an administrative fee to TXShare calculated as a percentage of sales processed through the TXShare contracts awarded and held by the vendor. This administrative fee is not an added cost to TXShare participants. This administrative fee covers the costs of contract marketing and facilitation and offsets expenses incurred by TXShare.

2.2 CONTRACT MANAGEMENT AND REPORTING

The Contractor will be required to track and report to TXSHARE on activities relating to the Master Contract. The Contractor will be required to provide management reports to NCTCOG on a quarterly basis with the submission of the administrative fee outlined herein. Examples of management reports include, but are not limited to:

- Participating Entity's name; pricing option chosen; total fee charged. NCTCOG and vendor will agree to form and content of reports after award of contract.

2.3 ADMINISTRATIVE FEE

NCTCOG will utilize an administrative fee, in the form of a percent of cost that will apply to all contracts between awarded contractor and NCTCOG or participants resulting from this solicitation. The administrative fee will be remitted by the contractor to NCTCOG on a quarterly basis, along with required quarterly reporting. The remuneration fee for this program will be 2% of sales.

2.4 INTERLOCAL AGREEMENT

Other governmental entities may be extended the opportunity to purchase from contracts awarded by the NCTCOG, with the consent and agreement of the successful Vendor(s) and the NCTCOG. Such consent and agreement shall be conclusively inferred from lack of exception to this clause in Respondent's Response. However, all parties indicate their understanding and all parties hereby expressly agree that the NCTCOG is not an agent of, partner to or representative of those outside agencies or entities and that the NCTCOG is not obligated or liable for any action or debts that arise out of such independently negotiated interlocal or "piggyback" procurements.

SECTION 3: GENERAL INFORMATION

3.0 CONTRACT INTENT

NCTCOG intends to contract with one or more qualified vendor(s) based upon the qualifications of the respondent and the categories of services it is able to provide. However, NCTCOG anticipates exploring any viable alternative for providing these services and may decide, after reviewing Proposals submitted, not to enter into any agreement.

3.1 ADMINISTRATIVE GUIDANCE

The information provided herein is intended to assist respondents in the preparation of proposals necessary to properly respond to this solicitation. The solicitation is designed to provide interested respondents with sufficient basic information to submit proposals meeting minimum requirements but is not intended to limit a submission's content or to exclude any relevant or essential data there from. Respondents are at liberty and are encouraged to expand upon the specifications to give additional evidence of their ability to provide the services requested in this solicitation.

3.2 ADDENDA

Addendums to this solicitation will be emailed only to plan holders of record. Addendums will also be posted on www.publicpurchase.com However, it is the vendor's responsibility to check for any addenda that may be issued for this solicitation. Please acknowledge receipt of addenda by checking the appropriate spaces on the cover sheet of this RFP.

3.3 QUESTIONS

Questions arising subsequent to the issuance of this solicitation will be received until **5:00 p.m., Tuesday, September 5, 2023** CST, and must be submitted in writing to www.publicpurchase.com. Questions received after this time may not be answered in a timely manner. Vendor-specific questions about the process will often be answered directly. However, substantive questions that are not properly addressed in the solicitation information will be properly published to all vendors as an addendum or "Question & Answer" document. Pre-Proposal Conferences are not mandatory and NCTCOG reserves the right to determine whether a Pre-Bid meeting shall be held.

Proposers are responsible for reviewing the website www.publicpurchase.com for any updates related to this RFP prior to the closing date.

3.4 SOLICITATION SCHEDULE

The anticipated schedule for the RFP process is given below. All times indicated are Central Standard Time (CST). NCTCOG may change this schedule at any time through the addenda process.

The anticipated schedule is as follows:

RFP Issued	April 16, 2023	
Pre-Proposal Conference	None	
Inquiry Period Ends	September 5, 2023	5:00 PM CT
RFP Response Date	September 15, 2023	2:00 PM CT
Executive Board Meeting	October 26, 2023	
Anticipated Start Date	December 1, 2023	

3.5 PROPOSAL SUBMISSION

In order to respond to this RFP, as well as receive notifications, updates, addenda, and other information regarding this solicitation, NCTCOG requires that Respondents be registered with www.PublicPurchase.com.

Registration with Public Purchase is free and allows Respondents to view all of the NCTCOG's active procurement solicitations.

The landing page for this project is [found here](#). Otherwise, it is Public Purchase Bid Number 176534. Submission

of proposals shall be made in English, in searchable PDF format, and must be uploaded via **Public Purchase** no later than 2:00 P.M. (Central Standard Time) – Tuesday, September 5, 2023.

It is the responsibility of the respondent(s) to ensure that the proposals are received at the web link as described above by the designated due date and time. NCTCOG assumes no responsibility for delays caused by postage, mail courier, email, package misdirection or any other form of delivery. Late proposals will be not be opened nor considered in the evaluation of the proposal. Proposals may be withdrawn at any time prior to the submittal deadline, but they may not be withdrawn after the official opening.

Proposals received will be publicly opened after the response submission deadline at NCTCOG offices. Persons wishing to attend the opening should notify the receptionist upon arrival. A staff member will escort attendees to the opening location prior to the opening. Only the names of the Contractor submitting the proposal will be read aloud. No other information will be disclosed at that time.

Proposal information is restricted and not publicly available until after award of a contract. All documents associated with the proposal submitted, unless the respondent indicates a portion of the proposal is proprietary, may be subject to public inspection in accordance with the Public Information Act. All information obtained in the course of this solicitation will become property of NCTCOG.

3.6 PUBLIC OPENING

The public opening for this RFP will be conducted at approximately 2:05 PM CT on Friday, September 15, 2023. The meeting will be held digitally via Microsoft Teams, and will be recorded for the RFP file. Please be advised that a large volume of proposals will result in delays in the decryption process. Access information and the meeting invite will be posted to Public Purchase prior to the date of the public opening.

SECTION 4: EVALUATION AND AWARD

4.0 TIME FOR EVALUATION

Unless stated otherwise elsewhere in this Request for Proposals, all proposals of qualification submitted shall remain valid for a minimum of 90 calendar days after the due date to allow adequate time for evaluation and award.

4.1 EVALUATION PROCESS

All submissions in response to this solicitation will be evaluated in a manner consistent with the NCTCOG and all applicable rules and policies.

A proposal review committee will be assembled to perform the evaluations. In the initial phase of the evaluation process, the evaluation committee will review all proposals that have been received before the solicitation due date. Nonresponsive submissions (those not conforming to the solicitation requirements) will be eliminated. Each respondent bears sole responsibility for the items included or not included in the response submitted by that respondent. NCTCOG reserves the right to disqualify any submission that includes significant deviations or exceptions to the terms, conditions, and/or specifications in this solicitation.

4.2 BAFO AND CLARIFICATION REQUESTS

Once proposals have been submitted, the NCTCOG evaluates the proposals and determines which of those are determined to be reasonably qualified for award. Those so determined will be reviewed and scored. Clarification requests may be requested of firms where clarifying information is necessary to better understand meaning of any part of a bid submission. Best and final offers ("BAFO") for those reasonably qualified may be obtained by allowing the submission of a BAFO before the final decision is made to award a contract.

NCTCOG reserves the right to be the sole judge as to the overall acceptability of any submission or to judge the individual merits of specific provisions within competing offers.

4.3 ORAL PRESENTATIONS

NCTCOG reserves the right to require a presentation by the firm to supplement their written submission. These presentations will be scheduled, if required, after Proposals are received and prior to the award of the Contract.

4.4 AWARD OF THE CONTRACT

Upon completion of the evaluation process, NCTCOG may award the contracts to one or more respondent(s) whose submission is determined to be the most advantageous to NCTCOG.

4.5 PROPOSAL EVALUATION CRITERIA

The criteria to be used to evaluate submissions are as follows:

Criteria Factors	Proposal Section	Description	Points
Executive Summary	Tab B and Consideration of Tab A	Points will be awarded for required components of response for the sections identified, with 5% as a maximum total possible percentage points.	5%
Experience, References, Key Personnel	Tabs C and E	Points will be awarded for required components of response for the Respondent's past performance history, detailed experience, and reference sections identified, with 25% as a maximum total possible percentage points.	25%
Technical Proposal	Tab D	Points will be awarded for description of required components of project deliverables, and overall project plan in the Scope of Services, with 40% as the maximum total possible percentage points.	40%
Cost Proposal	Tab F	Points will be awarded based upon responses to Exhibit C and other requirements of Tab F, with 30% as a maximum total possible percentage points. Cost Proposals will be reviewed after consideration of all other requirements.	30%
HUB Status	Attachment IX	Additional score will be awarded in this section to Historically Underutilized Businesses, Minority, or Women-Owned or Disadvantages Business Enterprises (HUB).	5 points

SECTION 5: SPECIFICATIONS

5.0 SCOPE OF WORK

The intent of this RFP is to establish a contract/s for the purchase of various types of Deliverables-Based Information Technology Services (DBITS) as part of the TXShare Cooperative Purchasing Program. Under the TXShare program, any public entity or non-profit can use the TXShare contract and its selected vendor(s) and pricing to pursue their own projects. A vendor is encouraged to market their products or services to any public sector or non-profit group in the Nation that they'd like to do business with.

The desired outcome of this RFP is to capture catalog-option contracts awarded to retain a vendor or vendors to supply municipalities, cities, counties, school districts and the like with digital solutions, software, software as a service, and other deliverables-based information technology services along with any associated peripheral equipment and accessories of each product family. NCTCOG is seeking responses from respondents who provide these products and related services and ask that they propose a percent discount from list price for a catalog for supplies, materials, and/or equipment.

Examples of item categories historically purchased and presently desired are found in **Exhibit A**.

Vendor may propose any combination of categories. Responses are encouraged from vendors who can only provide a one Product Category. Respondents are not expected to be able to provide the entirety of the desired goods requested in this RFP, though are welcome to if they are able!

To be under consideration for an award of a TXShare contract, you **do not** have to propose to service the entire State of Texas, nor do you have to propose to service all Fifty (50) States of the United States of America. The TXShare Cooperative Purchasing Program requests that respondents specify on the service area designation forms, and in their proposal, the service areas that they are willing and able to provide goods and services to. During the evaluation process, your responses to the service area designation forms **will not** be taken into consideration when determining the quality of your proposal.

Service area designation forms are found on **Exhibit C**.

Respondents should prepare a proposal that describes the products and services that they are proposing to provide. Proposals must demonstrate the respondent's capability to provide **all or part** of the requested services. A Respondent's proposal will be evaluated only for the products and services that they propose.

NCTCOG reserves the right to select the proposal or proposals offering the most advantageous combination, with price and other evaluation criteria considered. Respondent should furnish pricing related to each item on which Respondent wishes to propose, and either leave the questions for other items unanswered (blank) or indicate "No Bid." The NCTCOG will consider items individually and make awards on each item independently.

5.1 CONTRACT TYPE

This is a "sealed proposal" based on discount off price list All discount percentages shall remain firm for the duration of the contract. Vendor may submit updated pricelists reflecting market-wide price increase that occur during the term of contract, and shall provide upon request such supporting documentation as TXShare may require. In the event of price decreases, such price decreases shall be allowed for all products. A copy of, or link to, the vendor's pricelist must be submitted with the Proposal.

By signing this Proposal, the Respondent certifies that the proposing entity has obtained, and will continue to maintain during the entire term of this contract, all permits, approvals, or licenses, necessary for lawful performance of its obligations under this contract.

5.2 CONTRACT TERM

Any contract resulting from this RFP shall be effective for **24 months** from the date of award. This Agreement will automatically renew for up to three (3) additional one-year periods, not to exceed

five (5) years in total, unless earlier terminated as provided herein. The option not to renew will be considered at NCTCOG's discretion.

5.3 WARRANTY/GUARANTY

All equipment, products, supplies, and services must be covered by a warranty that is the industry standard or better.

5.4 PRICING

Respondents should furnish a proposal that specifies pricing for the services they propose, noting any discounts or exceptions from their standard pricelist.

For pricing submittal information, please reference Exhibit D. Each submitter must complete and submit a cost proposal form/fee schedule included herein. The cost proposal will be evaluated on the hourly rates submitted.

For ease of review, PDF format is the preferred format for all documents submitted.

Respondent will not include freight, transportation and delivery charges or costs or sales tax in Proposal pricing, if applicable. The standard services pricelist should include proposed hourly rates for various services, professional specializations, equipment, and reimbursable expenses required to perform the defined services.

Responses are encouraged from vendors who can only provide a handful of products. Respondents are not expected to be able to provide the entirety of the desired goods, though are welcome to if they are able!

5.5 QUALITY

It is expected that Proposers have knowledge of all applicable industry standards, laws, and regulations and possess an ability to market and distribute the equipment, products, or services to members.

1. Safety Requirements
 - a. All items proposed must comply with current applicable safety or regulatory standards and/or codes.
2. Deviation from Industry Standard
 - a. Deviations from industry standards must be identified with an explanation of how the equipment, products, and services will provide equivalent function, coverage, performance, and/or related services.
3. New Equipment and Products
 - a. Proposed services and products must be for new, current versions of the product. Previous versions that are still of use may be proposed if it is specifically noted in the Pricing proposal.
4. Delivered and operational
 - a. Unless clearly noted in the Proposal, equipment and products must be delivered to the TXShare Entity as operational.

5.6 NEW PRODUCTS AND SERVICES

New products and services may be added to the resulting Contract(s) during the term of the Contract by written amendment, to the extent that those Services are within the scope of this RFP and include, but will not be limited to, new products added to the manufacturer's list offerings, and services which reflect new technology and improved functionality. All requests are subject to review and approval of the NCTCOG.

5.7 ALL OR NOTHING AWARD

“All or nothing” Proposals are not acceptable and will be rejected. Respondent must be willing to accept a partial award for any combination of the services proposed, and must be willing to share the business with any other successful Respondents.

The NCTCOG may award contracts to multiple Respondents supplying comparable services, also known as a multiple award schedule, or award the contract to a single Respondent.

The NCTCOG’s decision to make multiple awards or a single award will be based upon its sole discretion regarding the type of award that provides best value.

SECTION 6: GENERAL TERMS AND CONDITIONS

6.0 TERMS

- 6.01 **Sales Tax.** NCTCOG is exempt from Texas limited sales, federal excise and use tax, and does not pay tax on purchase, rental, or lease of tangible personal property for the organization's use. A tax exemption certificate will be issued upon request.
- 6.02 **Conditions.** NCTCOG reserves the right to accept or reject any and/or all submissions or to cancel this notice at any time.
- 6.02.1 A response to this solicitation does not commit NCTCOG to a purchase contract, or to pay any costs incurred in the preparation of such response.
- 6.02.2 Unless the respondent specifies in the proposals, NCTCOG may award the contract for any items/services or group of items/services in the solicitation and may increase or decrease the quantity specified.
- 6.02.3 NCTCOG reserves the right to hold and accept any proposals received by the submission deadline for a period of ninety (90) days after the deadline if a determination has not been made for an award.
- 6.02.4 NCTCOG reserves the right to negotiate the final terms of any and all purchase contracts with respondent(s) selected and such contracts negotiated as a result of this solicitation may be re-negotiated and/or amended in order to successfully meet the agency needs.
- 6.02.5 NCTCOG reserves the right to waive any defect in this procurement process or to make changes to this solicitation, as it deems necessary. NCTCOG will provide notifications of such changes to all respondents recorded in the official record (Distribution Log/Receipts Record) as having received or requested solicitation.
- 6.02.6 NCTCOG reserves the right to contact any individual, agencies, or employers listed in a submission, to contact others who may have experience and/or knowledge of the respondent's relevant performance and/or qualifications; and to request additional information from any and all respondents.
- 6.02.7 NCTCOG reserves the right to conduct a review of records, systems, procedures, etc., of any entity selected for funding. This may occur prior to, or subsequent to, the award of a purchase contract. Misrepresentation of the respondent's ability to perform as stated in the qualification submittals may result in cancellation of the purchase contract award.
- 6.02.8 NCTCOG reserves the right to withdraw or reduce the amount of an award, or to cancel any contract resulting from this procurement if adequate funding is not available.
- 6.02.9 Respondent shall not, under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of NCTCOG for the purpose of, or having the effect of, influencing favorable disposition toward their own submission or any other submitted hereunder.
- 6.02.10 No employee, officer, or agent of NCTCOG shall participate in the selection, award, or administration of a contract if a conflict of interest, real or apparent, exists.
- 6.02.11 Respondent shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause the respondent's bid to be rejected. This does not preclude joint ventures or subcontracts.
- 6.02.12 All proposals submitted must be an original work product of the respondent. The copying, paraphrasing, or other use of substantial portions of the work product of others and submitted hereunder, as original work of the respondent is not permitted. Failure to adhere to this instruction may cause the proposal submission(s) to be rejected.

- 6.02.13 The only purpose of this solicitation is to ensure uniform information in the selection of proposals and procurement of services. This solicitation is not to be construed as a purchase contract, or as a commitment of any kind, nor does it commit NCTCOG to pay for costs incurred prior to the execution of a formal contract unless such costs are specifically authorized in writing by NCTCOG.
- 6.02.14 The contents of a successful proposal submission may become a contractual obligation, if selected for award of a contract. Failure of the respondent to accept this obligation may result in cancellation of the award. No plea of error or mistake shall be available to the successful respondent as a basis for release of proposed services at stated price/cost. Any damages accruing to NCTCOG as a result of the Respondent's failure to contract may be recovered from the respondent.
- 6.02.15 A contract with the selected respondent may be withheld at the sole discretion of NCTCOG if issues of contract compliance or questioned/disallowed costs exist, until such issues are satisfactorily resolved. Award of contract may be withdrawn by NCTCOG if resolution is not satisfactory to NCTCOG.
- 6.02.16 NCTCOG is the responsible authority for handling complaints or protests regarding the selection process. This includes, but is not limited to, disputes, claims, protest of award, source evaluation or other matters of a contractual nature. Respondent agrees, to the extent possible and not in contravention of any applicable State or Federal law or procedure established for dispute resolution, to attempt to resolve any dispute between them regarding this process informally through voluntary mediation, arbitration or any other local dispute mediation process, including but not limited to dispute resolution policies of NCTCOG, before resorting to litigation.

6.03 House Bill 89 Certification

If Respondent is required to make a certification pursuant to Section 2270.002 of the Texas Government Code, Respondent certifies that Respondent does not boycott Israel and will not boycott Israel during the term of the contract resulting from this solicitation. If Respondent does not make that certification, Respondent must indicate that in its Response and state why the certification is not required.

6.04 Insurance Requirements. At all times during the term of a contract resulting from this procurement, the contractor shall procure, pay for, and maintain, with approved insurance carriers, the minimum insurance coverage and limits required to do business in the state of Texas.

6.05 Indemnification. Contractor shall defend, indemnify, and hold harmless NCTCOG, NCTCOG's affiliates, and any of their respective directors, officers, employees, agents, subcontractors, successors, and assigns from any and all suits, actions, claims, demands, judgments, liabilities, losses, damages, costs, and expenses (including reasonable attorneys' fees and court costs) (collectively, "Losses") arising out of or relating to: (i) Services performed and carried out pursuant to the contract; (ii) breach of any obligation, warranty, or representation in the contract, (iii) the negligence or willful misconduct of contractor and/or its employees or subcontractors; or (iv) any infringement, misappropriation, or violation by contractor and/or its employees or subcontractors of any right of a third party; provided, however, that contractor shall have no obligation to defend, indemnify, or hold harmless to the extent any losses are the result of NCTCOG's gross negligence or willful misconduct.

6.06 Force Majeure. It is expressly understood and agreed by both parties that, if the performance of any provision of a contract resulting from this procurement is delayed by force majeure, defined as reason of war, civil commotion, act of God, governmental restriction, regulation or interference, fire, explosion, hurricane, flood, failure of transportation, court injunction, or any circumstances which are reasonably beyond the control of the party obligated or permitted under the terms of the contract to do or perform the same, regardless of whether any such circumstance is similar to any of those enumerated herein, the party so obligated or permitted shall be excused from doing or performing the same during such period of delay, so that the period of time applicable to such requirement shall be extended for a period of time equal to the period of time such party was delayed. Each party must inform the other in writing within a reasonable time of the existence of such force majeure.

6.07 Form 1295. The Texas Legislature has adopted House Bill 1295. In summary, the law states that a governmental

entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties (Form 1295) to our agency prior to the award of certain contracts. The disclosure of interested parties must be completed electronically and submitted through the Texas Ethics Commission website. If the requirement applies to the contract resulting from this RFP, NCTCOG will notify the vendor that the disclosure is required and will provide a specific contract number for inclusion in the submittal. For more information about the process, please visit the following website: https://www.ethics.state.tx.us/whatsnew/FAQ_Form1295.html.

- 6.08 **Equal Employment Opportunity.** Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, or national origin. Contractor shall take affirmative actions to ensure that applicants are employed, and that employees are treated, during their employment, without regard to their race, religion, color, sex, sexual orientation, gender identity, or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.
- 6.09 **Davis-Bacon Act.** Contractor agrees to comply with all applicable provisions of 40 USC § 3141 – 3148.
- 6.10 **Contract Work Hours and Selection Standards.** Contractor agrees to comply with all applicable provisions of 40 USC § 3701 – 3708 to the extent this agreement indicates any employment of mechanics or laborers.
- 6.11 **Rights to Invention Made Under Contract or Agreement.** Contractor agrees to comply with all applicable provisions of 37 CFR Part 401.
- 6.12 **Clean Air Act, Federal Water Pollution Control Act, and Energy Policy Conservation Act.** Contractor agrees to comply with all applicable provisions of the Clean Air Act under 42 USC § 7401 – 7671, the Energy Federal Water Pollution Control Act 33 USC § 1251 – 1387, and the Energy Policy Conservation Act under 42 USC § 6201.
- 6.13 **Debarment and Suspension (Executive Orders 12549 and 12689).** A contract award (see 2 CFR 180.220) must not be made to parties listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.
- 6.14 **Procurement of Recovered Materials.** Contractor agrees to comply with all applicable provisions of 2 CFR §200.322.
- 6.15 **Restrictions on Lobbying.** Contractor is prohibited from using monies for lobbying purposes; Contractor shall comply with the special provision “Restrictions on Lobbying,” which is included as Attachment V of the RFP. Contractor shall include a statement of compliance with the Lobbying Certification and Disclosure of Lobbying Activities in applicable procurement solicitations. Lobbying Certification and Disclosure of Lobbying Activities shall be completed by subcontractors and included in subcontractor contracts, as applicable.
- 6.16 **Drug-Free Workplace.** Contractor shall provide a drug free workplace in compliance with the Drug Free Work Place Act of 1988.
- 6.17 **Texas Corporate Franchise Tax Certification.** Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments.
- 6.18 **Civil Rights Compliance**
Compliance with Regulations: Contractor will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (USDOT), the Federal Highway Administration (FHWA), as they may be amended from time to time, which are herein incorporated by reference and made part of this agreement.

Nondiscrimination: Contractor, with regard to the work performed by it during the contract, will not discriminate

on the grounds of race, color, sex, or national origin in the selection and retention of subcontractors, including procurement of materials and leases of equipment. Contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 45 CFR Part 21.

Solicitations for Subcontracts, Including Procurement of Materials and Equipment: In all solicitations either by competitive bidding or negotiation made by Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier will be notified by Contractor of obligations under this contract and the Acts and Regulations relative to Nondiscrimination on the grounds of race, color, sex, or national origin.

Information and Reports: Contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto, and will permit access to its books, records, accounts, other sources of information, and facilities as may be determined by the State or the FHWA to be pertinent to ascertain compliance with such Acts, Regulations or directives. Where any information required of Contractor is in the exclusive possession of another who fails or refuses to furnish this information, Contractor will so certify to NCTCOG, the Texas Department of Transportation (“the State”) or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

Sanctions for Noncompliance: In the event of Contractor’s noncompliance with the Nondiscrimination provisions of this Agreement, Contractor will impose such sanctions as it the State or the FHWA may determine to be appropriate, including, but not limited to: withholding of payments to the Contractor under this Agreement until the Contractor compiles and/or cancelling, terminating or suspension of this Agreement, in whole or in part.

Incorporation of Provisions: Contractor will include the provisions of the paragraphs listed above, in this section 9.13, in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. Contractor will take such action with respect to any subcontract or procurement as NCTCOG, the State, or the FHWA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier because of such direction, Contractor may request the State to enter into such litigation to protect the interests of the State. In addition, Contractor may request the United States to enter into such litigation to protect the interests of the United States.

6.19 **Disadvantaged Business Enterprise Program Requirements**

Contractor shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of any U.S. Department of Transportation (DOT)-assisted contract or in the administration of its DBE program or the requirements of 49 CFR Part 26. Contractor shall take all necessary and reasonable steps under 49 CFR Part 26 to ensure non-discrimination in award and administration of DOT-assisted contracts. Each sub-award or subcontract must include the following assurance: *The Contractor, sub-recipient, or sub-contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Agreement. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the Contractor to carry out these requirements is a material breach of this agreement, which may result in the termination of this agreement or such other remedy as the recipient deems appropriate.*

6.20 **Pertinent Non-Discrimination Authorities**

During the performance of this Agreement, Contractor, for itself, its assignees, and successors in interest agree to comply with the following nondiscrimination statutes and authorities; including but not limited to:

- a. Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- b. The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects).
- c. Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), as amended, (prohibits discrimination on the basis of sex).
- d. Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.) as amended, (prohibits discrimination

on the basis of disability); and 49 CFR Part 27.

- e. The Age Discrimination Act of 1975, as amended, (49 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age).
- f. Airport and Airway Improvement Act of 1982, (49 U.S.C. Chapter 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex).
- g. The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, subrecipients and contractors, whether such programs or activities are Federally funded or not).
- h. Titles II and III of the Americans with Disabilities Act, which prohibits discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38.
- i. The Federal Aviation Administration’s Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex).
- j. Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations.
- k. Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, the parties must take reasonable steps to ensure that LEP persons have meaningful access to the programs (70 Fed. Reg. at 74087 to 74100).
- i. Title IX of the Education Amendments of 1972, as amended, which prohibits the parties from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq.).

6.21 Ineligibility to Receive State Grants or Loans, or Receive Payment on State Contracts

In accordance with Section 231.006 of the Texas Family Code, a child support obligor who is more than thirty (30) days delinquent in paying child support and a business entity in which the obligor is a sole proprietor, partner, shareholder, or owner with an ownership interest of at least twenty-five (25) percent is not eligible to:

- a. Receive payments from state funds under a contract to provide property, materials or services; or
- b. Receive a state-funded grant or loan

6.22 Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment

Pursuant to Public Law 115-232, Section 889, and 2 Code of Federal Regulations (CFR) Part 200, including §200.216 and §200.471, NCTCOG is prohibited from using federal funds to procure, contract with entities who use, or extend contracts with entities who use certain telecommunications and video surveillance equipment or services provided by certain Chinese controlled entities.

Proposers shall certify its compliance with these requirements as part of their proposal response by completing the certifications included with the RFP document “Attachments” section. Failure to submit the required certification statement may be grounds for finding the proposal nonresponsive.

SECTION 7: HOW TO SUBMIT YOUR PROPOSAL

7.0 INSTRUCTIONS FOR RESPONDENTS

Please provide a written response regarding ability to meet each requirement as outlined in the Scope of Work (Section 5.0). Include any additional pertinent information on how your proposed solution meets each requirement. Provide any pertinent additional functionality and/or services not outlined in the Scope of Work that you wish to offer.

Important Note: Your proposal must consist of your responses to Tabs A-G and completed Attachments I-X

Tabs

Tab A COVER SHEET. The cover to your proposal will consist of:

1. The completed page 1 of this solicitation document.
2. A brief statement of the respondent's understanding of the work to be done and a summary of its qualifications.

Tab B EXECUTIVE SUMMARY. An executive summary will briefly describe the firm's approach and clearly indicate any options or alternatives being proposed. It should also indicate any major requirements that cannot be met by the firm.

Tab C KEY PERSONNEL. If applicable in providing services under this contract, identify all **managers, supervisors, and other team members** who will be involved in the management of the delivery of goods or services under this RFP. Identify any subcontractors or third-party services that are utilized in the performance of fulfilling this RFP. In addition to email and phone contact information for each, provide a general explanation of how the team will interface with NCTCOG and Participating Entities' project management and team personnel.

Tab D TECHNICAL PROPOSAL. This section should constitute the major portion of the submittal and must contain a narrative in specific response to items identified below and to all to the specifications outlined in **Section 5.0 –Scope of Work and Exhibit A.**

1. Description of the services for which the Proposer is able to provide. In responding, please use the categories identified in Exhibit A of this RFP.
2. Description of the Proposer's process for responding to an order for product.
3. Description of the Proposer's process for delivering orders to respective clients.
4. Description of the Proposer's customer satisfaction services, to include any warranty and/or repair capabilities.
5. Description of the Proposer's invoicing process used by the Proposer.
6. Any assumptions made in responding to the requirements.
7. Any exceptions to the requirements. If there are no exceptions, Proposer shall explicitly state that no exceptions are taken to any part of this RFP. Offer must be in compliance with stated term and conditions unless NCTCOG accepts identified exceptions of the Proposer.
8. Any special features or services the Proposer is proposing in response to the requirements that are included within the pricing provided.

Failure to provide written response to items indicated in this section will be interpreted by NCTCOG as an *inability* by the firm to provide the requested product, service or function. NCTCOG encourages vendors to be creative when developing their proposals for the requested goods and or service(s). Designate specific contact person(s) for the following phases: (1) bid process (2) contracting process (3) contract administration (primary point of contact for receiving orders from Participating Entities).

Tab E REFERENCES. Include at least three recent references for customers (preferably public agencies) for whom you have provided similar services. Please include the organization's name, address, contact person, phone number, and email address for each reference. NCTCOG reserves the right to contact or visit any of the Respondent's current and/or past customers to evaluate the level of performance and customer satisfaction.

Tab F PROPOSAL PRICING. Respondents should furnish a proposal that specifies a pricing model(s) that will apply to all orders placed under this contract. The pricing models(s) can be based on quantity or a flat percentage discount across the board. Please provide a current suggested list pricing (rate card) for the products and services that you intend to provide in your proposal.

Tab G REQUIRED ATTACHMENTS. Please include signed copies of ALL ATTACHMENTS (beginning with ATTACHMENT I) and EXHIBITS appended to the back of this solicitation document. All attachments must be submitted with the proposal, or the proposal may be disqualified as nonresponsive. IF AN ATTACHMENT DOES NOT APPLY, PLEASE MARK AS “NOT APPLICABLE” AND SUBMIT WITH THE PROPOSAL.

REQUIRED ATTACHMENT CHECKLIST

Please utilize this checklist to ensure that all required attachments are included with your proposal. IF AN ATTACHMENT DOES NOT APPLY, PLEASE MARK AS “**NOT APPLICABLE**” AND SUBMIT WITH THE PROPOSAL. FAILURE TO SUBMIT **ALL REQUIRED DOCUMENTS** MAY NEGATIVELY IMPACT YOUR EVALUATION SCORE.

- Page 1 - Cover Sheet
- Page 20 - Attachment I: Instructions for Proposals Compliance and Submittal
- Page 21 - Attachment II: Certification of Offeror
- Page 22 - Attachment III: Certification Regarding Debarment
- Page 23 - Attachment IV: Restrictions on Lobbying
- Page 25 - Attachment V: Drug-Free Workplace Certification
- Page 26 - Attachment VI: Certification Regarding Disclosure of Conflict of Interest
- Page 28 - Attachment VII: Certification of Fair Business Practices
- Page 29 - Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification
- Page 30 - Attachment IX: Historically Underutilized Businesses, Minority Or Women-Owned Or Disadvantaged Business Enterprises
- Page 31 - Attachment X: Federal and State of Texas Required Procurement Provisions
- Page 34 - Exhibit A: Description of Desired Product Categories to be Priced
- Page 35 - Exhibit B: Service Questionnaire
- Page 44 – Exhibit C: Service Area Designation Forms
- Page 56 – Exhibit D: Pricing Information

- Respondent recognizes that all proposals must be submitted electronically through Public Purchase by the RFP due date and time. All other forms of submissions will be deemed nonresponsive and will not be opened or considered.

**ATTACHMENT I:
INSTRUCTIONS FOR PROPOSALS COMPLIANCE AND SUBMITTAL**

Compliance with the Solicitation

Submissions must be in strict compliance with this solicitation. Failure to comply with all provisions of the solicitation may result in disqualification.

Acknowledgment of Insurance Requirements

By signing its submission, Offeror acknowledges that it has read and understands the insurance requirements for the submission. Offeror also understands that the evidence of required insurance may be requested to be submitted within ten (10) working days following notification of its offer being accepted; otherwise, NCTCOG may rescind its acceptance of the Offeror's proposals. The insurance requirements are outlined in Section 6.04.

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date: _____

**ATTACHMENT II:
CERTIFICATIONS OF OFFEROR**

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date: _____

**ATTACHMENT III:
CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS**

This certification is required by the Federal Regulations Implementing Executive Order 12549, Debarment and Suspension, 45 CFR Part 93, Government-wide Debarment and Suspension, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668, 682), Department of Health and Human Services (45 CFR Part 76).

The undersigned certifies, to the best of his or her knowledge and belief, that both it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;
2. Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or Local) transaction or contract under a public transaction, violation of federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false Proposals, or receiving stolen property;
3. Are not presently indicated for or otherwise criminally or civilly charged by a government entity with commission of any of the offense enumerated in Paragraph (2) of this certification; and,
4. Have not within a three-year period preceding this contract had one or more public transactions terminated for cause or default.

Where the prospective recipient of federal assistance funds is unable to certify to any of the qualifications in this certification, such prospective recipient shall attach an explanation to this certification form.

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date: _____

**ATTACHMENT IV:
RESTRICTIONS ON LOBBYING**

Section 319 of Public Law 101-121 prohibits recipients of federal contracts, grants, and loans exceeding \$100,000 at any tier under a federal contract from using appropriated funds for lobbying the Executive or Legislative Branches of the federal government in connection with a specific contract, grant, or loan. Section 319 also requires each person who requests or receives a federal contract or grant in excess of \$100,000 to disclose lobbying.

No appropriated funds may be expended by the recipient of a federal contract, loan, or cooperative agreement to pay any person for influencing or attempting to influence an officer or employee of any federal executive department or agency as well as any independent regulatory commission or government corporation, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any of the following covered federal actions: the awarding of any federal contract, the making of any federal grant, the making of any federal loan the entering into of any cooperative agreement and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

As a recipient of a federal grant exceeding \$100,000, NCTCOG requires its subcontractors of that grant to file a certification, set forth in Appendix B.1, that neither the agency nor its employees have made, or will make, any payment prohibited by the preceding paragraph.

Subcontractors are also required to file with NCTCOG a disclosure form, set forth in Appendix B.2, if the subcontractor or its employees have made or have agreed to make any payment using nonappropriated funds (to include profits from any federal action), which would be prohibited if paid for with appropriated funds.

**LOBBYING CERTIFICATION
FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS**

The undersigned certifies, to the best of his or her knowledge or belief, that:

1. No federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an officer or employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal loan, the entering into of any cooperative Contract, and the extension, continuation, renewal, amendment, or modification or any federal contract, grant, loan, or cooperative contract; and
2. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, and or cooperative contract, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying”, in accordance with the instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers and that all sub-recipients shall certify accordingly.

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date: _____

**ATTACHMENT V:
DRUG-FREE WORKPLACE CERTIFICATION**

The _____ (company name) will provide a Drug Free Work Place in compliance with the Drug Free Work Place Act of 1988. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited on the premises of the _____ (company name) or any of its facilities. Any employee who violates this prohibition will be subject to disciplinary action up to and including termination. All employees, as a condition of employment, will comply with this policy.

CERTIFICATION REGARDING DRUG-FREE WORKPLACE

This certification is required by the Federal Regulations Implementing Sections 5151-5160 of the Drug-Free Workplace Act, 41 U.S.C. 701, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668 and 682), Department of Health and Human Services (45 CFR Part 76).

The undersigned subcontractor certifies it will provide a drug-free workplace by:

Publishing a policy Proposal notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the consequences of any such action by an employee;

Establishing an ongoing drug-free awareness program to inform employees of the dangers of drug abuse in the workplace, the subcontractor's policy of maintaining a drug-free workplace, the availability of counseling, rehabilitation and employee assistance programs, and the penalties that may be imposed on employees for drug violations in the workplace;

Providing each employee with a copy of the subcontractor's policy Proposal;

Notifying the employees in the subcontractor's policy Proposal that as a condition of employment under this subcontract, employees shall abide by the terms of the policy Proposal and notifying the subcontractor in writing within five days after any conviction for a violation by the employee of a criminal drug abuse statute in the workplace;

Notifying the Board within ten (10) days of the subcontractor's receipt of a notice of a conviction of any employee; and,

Taking appropriate personnel action against an employee convicted of violating a criminal drug statute or requires such employee to participate in a drug abuse assistance or rehabilitation program.

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date: _____

**ATTACHMENT VI:
CERTIFICATION REGARDING DISCLOSURE OF CONFLICT OF INTEREST**

The undersigned certifies that, to the best of his or her knowledge or belief, that:

“No employee of the contractor, no member of the contractor’s governing board or body, and no person who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of this contract shall participate in any decision relating to this contract which affects his/her personal pecuniary interest.

Executives and employees of contractor shall be particularly aware of the varying degrees of influence that can be exerted by personal friends and associates and, in administering the contract, shall exercise due diligence to avoid situations which give rise to an assertion that favorable treatment is being granted to friends and associates. When it is in the public interest for the contractor to conduct business with a friend or associate of an executive or employee of the contractor, an elected official in the area or a member of the North Central Texas Council of Governments, a permanent record of the transaction shall be retained.

Any executive or employee of the contractor, an elected official in the area or a member of the NCTCOG, shall not solicit or accept money or any other consideration from a third person, for the performance of an act reimbursed in whole or part by contractor or Department. Supplies, tools, materials, equipment or services purchased with contract funds shall be used solely for purposes allowed under this contract. No member of the NCTCOG shall cast a vote on the provision of services by that member (or any organization which that member represents) or vote on any matter which would provide a direct or indirect financial benefit to the member or any business or organization which the member directly represents”.

No officer, employee or paid consultant of the contractor is a member of the NCTCOG.

No officer, manager or paid consultant of the contractor is married to a member of the NCTCOG.

No member of NCTCOG directly owns, controls or has interest in the contractor.

The contractor has disclosed any interest, fact, or circumstance that does or may present a potential conflict of interest.

No member of the NCTCOG receives compensation from the contractor for lobbying activities as defined in Chapter 305 of the Texas Government Code.

Should the contractor fail to abide by the foregoing covenants and affirmations regarding conflict of interest, the contractor shall not be entitled to the recovery of any costs or expenses incurred in relation to the contract and shall immediately refund to the North Central Texas Council of Governments any fees or expenses that may have been paid under this contract and shall further be liable for any other costs incurred or damages sustained by the NCTCOG as it relates to this contract.

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date:_____

<<INSERT CONFLICT OF INTEREST PDF FORM HERE>>

Located in Template folder:

M:\Purchasing\Solicitations\00_Templates\RFP Templates\FY 2022 RFP Templates SHARE\RFP Document

**ATTACHMENT VII:
CERTIFICATION OF FAIR BUSINESS PRACTICES**

That the submitter has not been found guilty of unfair business practices in a judicial or state agency administrative proceeding during the preceding year. The submitter further affirms that no officer of the submitter has served as an officer of any company found guilty of unfair business practices in a judicial or state agency administrative during the preceding year.

Name of Organization/Contractor(s):

Signature of Authorized Representative:

Date: _____

**ATTACHMENT VIII:
CERTIFICATION OF GOOD STANDING
TEXAS CORPORATE FRANCHISE TAX CERTIFICATION**

Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments. The following certification that the corporation entering into this offer is current in its franchise taxes must be signed by the individual authorized on Form 2031, Corporate Board of Directors Resolution, to sign the contract for the corporation.

The undersigned authorized representative of the corporation making the offer herein certified that the following indicated Proposal is true and correct and that the undersigned understands that making a false Proposal is a material breach of contract and is grounds for contract cancellation.

Indicate the certification that applies to your corporation:

_____ The Corporation is a for-profit corporation and certifies that it is not delinquent in its franchise tax payments to the State of Texas.

_____ The Corporation is a non-profit corporation or is otherwise not subject to payment of franchise taxes to the State of Texas.

- Type of Business (if not corporation):
- Sole Proprietor
 - Partnership
 - Other

Pursuant to Article 2.45, Texas Business Corporation Act, the North Central Texas Council of Governments reserves the right to request information regarding state franchise tax payments.

(Printed/Typed Name and Title of Authorized Representative)

Signature

Date: _____

**ATTACHMENT IX:
HISTORICALLY UNDERUTILIZED BUSINESSES, MINORITY OR WOMEN-OWNED OR
DISADVANTAGED BUSINESS ENTERPRISES**

Historically Underutilized Businesses (HUBs), minority or women-owned or disadvantaged businesses enterprises (M/W/DBE) are encouraged to participate in the solicitation process. Representatives from HUB companies should identify themselves and submit a copy of their certification.

NCTCOG recognizes the certifications of both the State of Texas Program and the North Central Texas Regional Certification Agency. Companies seeking information concerning HUB certification are urged to contact:

State of Texas HUB Program
Texas Comptroller of Public Accounts
Lyndon B. Johnson State Office Building
111 East 17th Street
Austin, Texas 78774
(512) 463-6958
<http://www.window.state.tx.us/procurement/prog/hub/>

Local businesses seeking M/W/DBE certification should contact:

North Central Texas Regional Certification Agency
624 Six Flags Drive, Suite 100
Arlington, TX 76011
(817) 640-0606
<http://www.nctrca.org/certification.html>

Submitter must include a copy of its minority certification documentation as part of this solicitation.
If your company is already certified, attach a copy of your certification to this form and return with your proposal.

Indicate all that apply:

- Minority-Owned Business Enterprise
 Women-Owned Business Enterprise
 Disadvantaged Business Enterprise

ATTEST TO Attachments of Certification:

Authorized Signature

Typed Name

Date

Subscribed and sworn to before me this _____ day of _____ (month), 20__ in

_____ (city), _____ (county), _____ (state).

SEAL

Notary Public in and for _____ (County),
State of _____ Commission expires: _____

**ATTACHMENT X
NCTCOG FEDERAL AND STATE OF TEXAS REQUIRED PROCUREMENT PROVISIONS**

The following provisions are mandated by Federal and/or State of Texas law. Failure to certify to the following will result in disqualification of consideration for contract. Entities or agencies that are not able to comply with the following will be ineligible for consideration of contract award.

**PROHIBITED TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT
CERTIFICATION**

This Contract is subject to the Public Law 115-232, Section 889, and 2 Code of Federal Regulations (CFR) Part 200, including §200.216 and §200.471, for prohibition on certain telecommunications and video surveillance or equipment. Public Law 115-232, Section 889, identifies that restricted telecommunications and video surveillance equipment or services (e.g., phones, internet, video surveillance, cloud servers) include the following:

- A) Telecommunications equipment that is produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliates of such entities).
- B) Video surveillance and telecommunications equipment produced by Hytera Communications Corporations, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliates of such entities).
- C) Telecommunications or video surveillance services used by such entities or using such equipment.
- D) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, Director of the National Intelligence, or the Director of the Federal Bureau of Investigation reasonably believes to be an entity owned or controlled by the government of a covered foreign country.

The entity identified below, through its authorized representative, hereby certifies that no funds under this Contract will be obligated or expended to procure or obtain telecommunication or video surveillance services or equipment or systems that use covered telecommunications equipment or services as a substantial or essential component of any system, or as a critical technology as part of any system prohibited by 2 CFR §200.216 and §200.471, or applicable provisions in Public Law 115-232 Section 889.

The Contractor or Subrecipient hereby certifies that it does comply with the requirements of 2 CFR §200.216 and §200.471, or applicable regulations in Public Law 115-232 Section 889.

SIGNATURE OF AUTHORIZED PERSON: _____

NAME OF AUTHORIZED PERSON: _____

NAME OF COMPANY: _____

DATE: _____

-OR-

The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of 2 CFR §200.216 and §200.471, or applicable regulations in Public Law 115-232 Section 889.

SIGNATURE OF AUTHORIZED PERSON: _____

NAME OF AUTHORIZED PERSON: _____

NAME OF COMPANY: _____

DATE: _____

DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

This contract is subject to the Texas Local Government Code chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who discriminate against firearm and ammunition industries.

TLGC chapter 2274, Subtitle F, Title 10, identifies that “discrimination against a firearm entity or firearm trade association” includes the following:

- A) means, with respect to the entity or association, to:
 - I. refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association; and
 - II. refrain from continuing an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; or
 - III. terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association.

B) An exception to this provision excludes the following:

- I. contracts with a sole-source provider; or
 - II. the government entity does not receive bids from companies who can provide written verification.
- The entity identified below, through its authorized representative, hereby certifies that they have no practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association; and that they will not discriminate during the term of the contract against a firearm entity or firearm trade association as prohibited by Chapter 2274, Subtitle F, Title 10 of the Texas Local Government Code.

The Contractor or Subrecipient hereby certifies that it does comply with the requirements of Chapter 2274, Subtitle F, Title 10.

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

-OR-

The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of Chapter 2274, Subtitle F, Title 10.

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

BOYCOTTING OF CERTAIN ENERGY COMPANIES

This contract is subject to the Texas Local Government Code chapter 809, Subtitle A, Title 8, prohibiting contracts with companies who boycott certain energy companies.

TLGC chapter Code chapter 809, Subtitle A, Title 8, identifies that “boycott energy company” means, without an ordinary business purpose, refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations with a company because the company:

- I. engages in the exploration, production, utilization, transportation, sale, or manufacturing of fossil fuel-based energy and does not commit or pledge to meet environmental standards beyond applicable federal and state law; and
- II. does business with a company described by paragraph (I).

The entity identified below, through its authorized representative, hereby certifies that they do not boycott energy companies, and that they will not boycott energy companies during the term of the contract as prohibited by Chapter 809, Subtitle A, Title 8 of the Texas Local Government Code.

The Contractor or Subrecipient hereby certifies that it does comply with the requirements of Chapter 809, Subtitle A, Title 8.

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

-OR-

The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of Chapter 809, Subtitle A, Title 8.

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:

EXHIBIT A

Description of Desired Product Categories for Proposed Pricing

Respondents should furnish a proposal that specifies pricing for the products and services they propose. Responses to this Exhibit should be addressed in Tab F.

Responses are encouraged from vendors who can only provide a handful of products and services. Respondents are not expected to be able to provide the entirety of the desired services, though are welcome to if they are able!

NCTCOG prefers vendors that provide a sole source of responsibility for the products and services provided under a resulting contract. If Proposer requires the use of dealers, resellers, or subcontractors to provide the products or services, the Proposal should address how the products or services will be provided to Members and describe the network of dealers, resellers, and/or subcontractors that will be available to serve TXShare Members under a resulting contract.

NCTCOG desires the broadest possible selection of products and services being proposed over the largest possible geographic area and to the largest possible cross-section of TXShare current and potential members.

Respondents should furnish a price proposal that specifies pricing for the various services they propose to offer. This may be proposed in the manner most preferred by the Respondent (i.g. flat-fee, per license, catalog percentage-discount, per client, hourly, per user, etc.). This pricing shall be available for the same rate at any location in the United States unless designated otherwise in your proposed pricing.

The actual cost to each member agency may be negotiated further below the proposed rate between the awarded Contractor and the member agency based on the size and scope of the specific services needed to successfully complete the work using the rates provided in Tab F, at the Contractor's discretion.

Respondents are encouraged to use as many pages as necessary.

The following selection is not **all-encompassing**, and additional categories are desired.

1. **Application Development** - Application Development is the development of new applications which may be server, network-based, cloud-based, web-based or a combination and may require interfaces to existing applications. Application Maintenance and Support includes troubleshooting, modifying, maintaining, improving security, and enhancing legacy systems and applications which may be running in a production environment. Examples may include:
 - Designing, developing, and deploying custom software applications to meet our specific business needs.
 - Creating user-friendly interfaces and intuitive user experiences.
 - Ensuring scalability, performance, and security of the applications.
 - Utilizing modern development frameworks and technologies.
 - Enhancing and maintaining existing applications to meet evolving business needs.
 - Conducting thorough testing, debugging, and documentation of applications.

2. **Application Maintenance and Support** – Application Maintenance and Support includes troubleshooting, modifying, maintaining, improving security, and enhancing legacy systems and applications which may be running in a production environment. Examples may include:
- Providing ongoing maintenance and support services for our existing applications.
 - Conducting regular monitoring and enhancements to ensure optimal performance.
 - Offering timely response and resolution to reported issues and incidents.
 - Performing routine updates, bug fixes, and troubleshooting.
 - Ensuring the availability, responsiveness, performance, and security of applications.
 - Applying industry best practices and proactive measures to minimize downtime.

3. **Data Management, Analytics, and Automation** – A data warehouse collects, organizes and makes data available for the purpose of analysis and gives organizations the ability to access and analyze information about its business. The function of the data warehouse is to consolidate and reconcile information from across disparate business units and IT systems and provide a context for reporting and analysis.

Road mapping for a data warehouse initiative may include assessment of technology and infrastructure, as-is documentation, business requirements gathering, use case development, and reporting requirements analysis. Examples may include:

- Developing robust data management strategies to handle large volumes of structured and unstructured data.
- Designing and implementing efficient data storage, retrieval, and processing mechanisms.
- Ensuring data integrity, quality, and compliance with relevant regulations.
- Employing data analytics and visualization techniques to derive valuable insights.
- Data cleansing, scrubbing, transformation, integration, and migration services.
- Data modeling, database design, governance, and optimization.
- Solutioning data warehouse architectural design, data warehouse processes and sourcing, extraction, transformation, analytics, and loading of data sources.
- Planning, assessment, product installation and tuning.
- Prototype development, deployment, data cleansing, data mart development and support.
- Data integration with data mining.
- Integration with business intelligence tools, artificial intelligence, and/or systems.
- Data/database training and knowledge transfer.

4. **Enterprise Architecture** – Enterprise Architecture focuses on the strategic alignment and optimization of an organization's IT infrastructure, systems, processes, and technologies. It involves the design and implementation of a holistic and integrated framework that supports the organization's current and future business goals. In the context of this RFO, the Enterprise Architecture category refers to the vendor's expertise in assessing the organization's existing IT landscape and developing a comprehensive architecture framework that aligns with business objectives. This includes defining the structure, components, relationships, and standards for the organization's IT systems and applications. Examples may include:

- **Assessing Current State:** The vendor evaluates the organization's existing IT infrastructure, applications, and technologies to understand their strengths, weaknesses, and alignment with business goals. This assessment helps identify areas for improvement and optimization.
- **Designing Future State:** Based on the organization's strategic objectives and business requirements, the vendor develops a target architecture that outlines the desired future state of the IT landscape. This involves identifying technology solutions, platforms, and frameworks that enable business growth and agility.
- **Integration and Interoperability:** The vendor ensures seamless integration and interoperability between different systems and applications within the organization's IT ecosystem. This involves defining data exchange mechanisms, interfaces, and protocols to facilitate efficient and reliable information flow.
- **Standards and Best Practices:** The vendor establishes technology standards, guidelines, and best practices that govern the design, development, deployment, and maintenance of IT systems and applications. This promotes consistency, reusability, and scalability across the organization.
- **Governance and Compliance:** The vendor defines governance mechanisms to ensure adherence to architectural standards, policies, and guidelines. This includes establishing review processes, change management procedures, and compliance with regulatory requirements.
- **Transformation Planning:** The vendor collaborates with the organization to develop a roadmap for implementing the architecture framework. This includes identifying priority areas for transformation, sequencing initiatives, estimating resources, and defining key milestones.
- **Technology Evaluation:** The vendor conducts assessments of emerging technologies, platforms, and solutions to determine their suitability for the organization's architecture framework. This helps in making informed decisions about adopting or integrating new technologies.

5. **Project Management** - Project and Program management services include any or all of the project management processes identified by the Project Management Institute (PMI) as published in the most recent edition of the PMBOK® Guide, including practice guides such as Agile and Managing Change in Organizations. Examples may include:

- Business case development and organizational/agency impact analysis.
- Planning, organizing, and overseeing IT projects from initiation to completion.
- Planning, organizing, and executing IT projects according to industry standards.
- Defining project objectives, deliverables, and success criteria.
- Managing project resources, schedules, budgets, and risks.
- Stakeholder management.
- Organizational change management.
- Communicating project progress and providing regular status updates.
- Conducting Cost-Benefit analysis.
- Conducting risk assessments and implementing mitigation strategies.
- Utilizing the Customer's tools and processes, using commercially available off-the-shelf tools, using Contract Holder's own proprietary tools and processes to manage a project, and using the Customer's preferred Project Delivery Framework.

6. Technology Upgrade, Migration, and Transformation – Technology upgrade, migration, and transformation may be accomplished by converting/migrating legacy applications to new technology, either with or without new business functionality. It may also include introducing new technology into the enterprise and managing any changes as a result of the introduction. Examples may include:

- Assessments of the current application portfolio, evaluation of the technology assets before beginning technology transformation and Business Case development for justification of an initiative.
- Converting/migrating legacy applications to new technology, either with or without new business functionality. It may also include introducing new technology into the enterprise and managing any changes as a result of the introduction.
- Part of the transformation journey may include planning, analysis, requirements development, proof of concept, deployment, implementation, integration, remediation, data migration, documentation, application programming and support services, and training support.

7. **Business Intelligence** - Business Intelligence (BI), Data Management, Analytics, and Automation, including Data Warehousing. Examples may include:

- BI enables an organization to perform in-depth analysis and includes, where required, data mining of detailed business data providing real and significant information to business users. BI may include an integrated group of operational and decision support applications and databases. BI makes use of tools designed to easily access data warehouse data. A data warehouse collects, organizes, and makes data available for the purpose of analysis and gives organizations the ability to access and analyze information about its business. The function of the data warehouse is to consolidate and reconcile information from across disparate business units and IT systems and provide a context for reporting and analysis.
- Road mapping for a data warehouse initiative may include assessment of technology and infrastructure, as-is documentation, business requirements gathering, use case development, and reporting requirements analysis.

8. **Kentico Maintenance and Support** – Kentico Maintenance and Support includes troubleshooting, modifying, upgrading, maintaining, improving security, and enhancing systems and applications which may be running in a production environment. Examples may include:

- Designing and implementing new solutions built upon Kentico functionality.
- Providing ongoing maintenance and support services for our existing applications.
- Conducting regular monitoring and enhancements to ensure optimal performance.
- Offering timely response and resolution to reported issues and incidents.
- Performing routine updates, bug fixes, and troubleshooting.
- Performing major application/server upgrades related to this application.
- Ensuring the availability, responsiveness, performance, and security of applications.
- Applying industry best practices and proactive measures to minimize downtime.
- Applying security best practices and proactive measures to minimize exposure to threats and/or data loss.
- Migrating externally hosted (non-Kentico) websites to Kentico.
- Upgrading existing Kentico websites/environments to current Kentico release.
- Identify performance issues and develop improvements.
- Supply knowledge transfer as necessary.

9. **Laserfiche Maintenance and Support** – Laserfiche Maintenance and Support includes troubleshooting, modifying, upgrading, maintaining, improving security, and enhancing systems and applications which may be running in a production environment. Examples may include:

- Designing and implementing new solutions built upon Laserfiche functionality.
- Providing ongoing maintenance and support services for our existing applications.
- Conducting regular monitoring and enhancements to ensure optimal performance.
- Offering timely response and resolution to reported issues and incidents.
- Performing routine updates, bug fixes, and troubleshooting.
- Performing major application/server upgrades related to this application.
- Ensuring the availability, responsiveness, performance, and security of applications.
- Applying industry best practices and proactive measures to minimize downtime.
- Applying security best practices and proactive measures to minimize exposure to threats and/or data loss.
- Identify performance issues and develop improvements.
- Supply knowledge transfer as necessary.

10. **Microsoft Maintenance and Support** – Microsoft Maintenance and Support includes troubleshooting, modifying, upgrading, maintaining, improving security, and enhancing systems and applications which may be running in a production environment. Examples may include:

- Designing and implementing new solutions built upon Microsoft technology/functionality.
- Providing ongoing maintenance and support services for our existing applications.
- Conducting regular monitoring and enhancements to ensure optimal performance.
- Offering timely response and resolution to reported issues and incidents.
- Performing routine updates, bug fixes, and troubleshooting.
- Ensuring the availability, responsiveness, performance, and security of applications.
- Applying industry best practices and proactive measures to minimize downtime.
- Supply knowledge transfer as necessary.
- Aforementioned maintenance and support activities may include one or more of the following Microsoft technologies:
 - Azure
 - Microsoft/Office 365
 - SharePoint Online
 - Dynamics 365
 - Teams
 - PowerPlatform
 - PowerApps
 - Newly released technologies and features

11. **Smartsheet Maintenance and Support** – Smartsheet Maintenance and Support includes troubleshooting, modifying, upgrading, maintaining, improving security, and enhancing systems and applications which may be running in a production environment. Examples may include:

- Designing and implementing new solutions built upon Smartsheet functionality.
- Providing ongoing maintenance and support services for our existing applications.
- Conducting regular monitoring and enhancements to ensure optimal performance.
- Offering timely response and resolution to reported issues and incidents.
- Performing routine updates, bug fixes, and troubleshooting.
- Ensuring the availability, responsiveness, performance, and security of applications.
- Applying industry best practices and proactive measures to minimize downtime.
- Identify performance issues and develop improvements.
- Supply knowledge transfer as necessary.
- Aforementioned maintenance and support activities may include one or more of the following Smartsheet technologies:
 - Sheets
 - Workspaces
 - Calendars
 - Control Center
 - WorkApps
 - Dynamic Views
 - DataShuttle
 - DataMesh
 - Pivot
 - Newly released features

12. **Geospatial Software and Data Support**– Geospatial software maintains, processes, and serves geographically-enabled data for both visual and analytical output. Geographical Information Systems (GIS) are an example of a software architecture providing this function. Support may include designing, maintaining, installing, configuring, and enhancing both the software and the data. It also may include developing web-based geospatial applications and services. Examples may include:

- Designing, architecting, or analyzing a geospatial software infrastructure.
- Installing and configuring geospatial software, especially in multi-server environments.
- Creating or updating high accuracy geospatial data, including potential acquisition over a geographical large area.
- Creating programming tools for geospatial data processing or analysis.
- Developing geospatial web pages and services, including highly responsive, interactive interfaces.
- Designing and managing geospatial databases, building spatial indices, leveraging spatial data types.
- Providing temporary staffing to work with geospatial software and data.

13. **Products and Services Otherwise Not Anticipated in the RFP** - Any additional products or services that are not presently anticipated by the scope of work in this RFP may be proposed by the Respondent. Additional products or services that comport with the existing Product Categories and/or additional Product Categories that were not listed are encouraged to be proposed by vendors who are so capable. Description of the service and associated costs are to be so identified and Respondent may use as many pages as necessary to describe these additional products or services.

NCTCOG Agency/Department specific categories:

14. **PEBC Employee Benefits Enrollment Application and Database Software Maintenance and Support** – PEBC Maintenance and Support includes troubleshooting, modifying, upgrading, maintaining, improving security, and enhancing systems and applications which may be running in a production environment. This software is written in C#, housed in Azure, and the data is housed in a SQL Server database. PEBC provides healthcare benefits administrative services for Dallas County, Tarrant County, Denton County, Parker County and the North Texas Tollway Authority. Files are received weekly from each entity related to the health insurance being provided to employees and retirees. These files are reviewed, loaded and processed into the database using the Benefits Administration Software.
- The software uses rules engines and stored procedures to:
 - identify errors in the data;
 - make corrections;
 - prepare the information for submittal to insurance providers; and
 - process files containing information on tax saver and/or health savings plans that are submitted to vendors.
 - In addition to traditional software maintenance activities of bug fixes, patches, etc., the vendor will also:
 - provide software development services as needed for development of new features
 - perform modifications required due to regulatory changes or plan changes of customer entities
 - Maintain the Azure environment from the standpoint of provisioning users, removing users, ensuring updates to the environment are made using a process that ensure the system continues to operate accurately and performance meet PEBC needs.
 - Security of the system is critical. This requires:
 - The vendor to possess and exercise expertise in Microsoft Azure security best practices around, but not limited to:
 - Network segmentation,
 - Network Security Groups,
 - Azure Security Center,
 - Data security/encryption
 - Identity management,
 - Virtual machine hardening, and
 - Endpoint access control.
 - All application development must, at a minimum, adhere to the standards outlined in the Open Web Application Security Project's (OWASP) Application Security Verification Standard (ASVS) at Level 2.
 - All code changes must be scanned for vulnerabilities before being put to User Acceptance Testing to ensure any weaknesses are addressed. Additionally, all software in use must remain current to provide a secure environment so the vendor will be responsible for ensuring that occurs. Additional responsibilities include documenting and managing the process for adding new users to the system and removing users when requested by PEBC. The successful vendor will be required to sign a Business Associate Agreement with PEBC. This agreement satisfies the HIPAA requirements of the engagement.
 - Submit data updates to vendors in custom data formats
 - Assure high data integrity, while meeting regular (at least weekly) data processing deadlines
 - Implement innovative data programming techniques to meet unique business needs
 - A comprehensive and detailed list of desired features can be found as PEBC Scope of Services.

Detailed Scope of Work: The response document should provide a comprehensive description of the project's scope of work, including but not limited to:

1. Background information about our organization, including our industry, size, and strategic objectives.
2. Specific project objectives, goals, and desired outcomes.

3. Detailed description of each service category and associated deliverables.
4. Required qualifications and experience of the vendor, including any certifications or specialized expertise.
5. Specifications for the hardware, software, and technologies to be utilized.
6. Project timeline, milestones, and dependencies.
7. Reporting requirements and communication protocols.
8. Evaluation criteria and weightage for vendor selection.
9. Budget and pricing structure, including any additional costs or contingencies.
10. Terms and conditions, including intellectual property rights, liability, and confidentiality.

The proposal for Deliverable 14 should also include the following information:

1. Vendor's background, including company profile, years of experience, and relevant industry certifications.
2. Detailed approach and methodology to address each service category, with clear alignment to our objectives.
3. Project team composition, roles, and qualifications, highlighting relevant experience and expertise.
4. Case studies, references, and success stories related to similar projects, demonstrating a track record of delivering successful IT solutions.
5. Pricing details, including cost estimates and any additional charges.
6. Proposed timeline and milestones for project execution, with consideration for potential risks and contingencies.
7. Implementation plan, including risk mitigation strategies and change management processes.
8. Any additional information or documentation that the vendor deems relevant.

PEBC Support and Maintenance SCOPE OF SERVICES

This section is intended to complement but not repeat the overview section at the front of this RFP. To gain a basic understanding regarding the overall approach of this RFP, the proposer should read both sections and respond to the criteria listed in both.

The following features, or the equivalent of, are essential features of the software solution that NCTCOG desires. The proposer should identify if they possess the ability or willingness to provide for each feature, and a description of Proposer's method of delivery for each:

1. Services to be Provided

- 1.1 SOFTWARE must remain available 99.9% of the time. Contractor will not be held accountable for outages as a result of Azure outages.
- 1.2 Contractor shall install the current release of SOFTWARE and any subsequent patches or updates to the version. Contractor will ensure SOFTWARE installation performs to the specified performance level.
- 1.3 Maintain SOFTWARE to ensure it continues to work as designed and accepted by PEBC and resolve any bugs identified by PEBC according to the adopted Service Level Agreement.
- 1.4 Assist, as needed, with data maintenance, including changes to data in fields as identified by PEBC.
- 1.5 Program and implement changes to SOFTWARE as identified by PEBC during Annual Enrollment.
- 1.6 Assist with maintenance, modification and addition to the rules contained in the rules engine and in stored procedures as requested by PEBC.
- 1.7 Assist with maintenance, modification and addition to the PEBC reports/reporting as requested by PEBC.
- 1.8 Assist with maintenance, modification and addition to the PEBC file packaging/transfer as requested by PEBC.
- 1.9 Submit data updates to vendors in custom data formats
- 1.10 Assure high data integrity, while meeting regular (at least weekly) data processing deadlines
- 1.11 Implement innovative data programming techniques to meet unique business needs
- 1.12 All application development must, at a minimum, adhere to the standards outlined in the Open Web Application Security Project's (OWASP) Application Security Verification Standard (ASVS) at Level 2.
- 1.13 Administer the Azure environment containing SOFTWARE and associated data including provisioning of users and removing access for users according to adopted procedures.
- 1.14 Follow Microsoft Azure security best practices around, but not limited to:
 - 1.11.1 Network segmentation,
 - 1.11.2 Network Security Groups,
 - 1.11.3 Azure Security Center,
 - 1.11.4 Data security/encryption,
 - 1.11.5 Identity management,
 - 1.11.6 Virtual machine hardening, and
 - 1.11.7 Endpoint access control.

1.12 Comply with all terms of the Business Associate agreement as required by HIPAA and HITECH regulations.

1.13 Document any changes to program code and/or rules in SOFTWARE documentation.

1.14 Services Level reports will be provided on a monthly basis and any billing adjustments required as a result of actual performance against defined performance levels to be achieved will be identified. Billing adjustments will be applied to the invoice for the following month.

1.15 Quarterly testing of the backups will occur to ensure the backup/restore system is working properly.

1.16 Monitor environment capacity against utilization and provide quarterly reporting to afford PEBC the ability to increase capacity as needed in an orderly and timely manner.

2. New Development Requests:

Contractor will provide development services as follows.

2.1 PEBC will present Contractor with a Statement of Work related to new development.

2.2 Contractor will seek any clarification required to respond to the request and then provide a response that includes:

2.2.1 Estimated hours to complete development

2.2.2 Estimated duration of development

2.2.3 Cost of development.

2.3 PEBC will review development request and, if acceptable, authorize Contractor to proceed with development.

2.4 Agreements for new development will contain an estimated cost to complete and a not-to-exceed amount.

2.5 Contractor will be required to completed development prior to receiving payment unless other payment arrangements are detailed in the development agreement.

2.6 Change orders for development agreements will follow the Change Order Request and Sign-off Process described in a Business Associate Agreement.

3 Support for contacting the Contractor

A successful Contractor will provide the following communication mechanisms for Agency to use when submitting requests for support:

3.1 Telephone Support. Contractor shall maintain a contact telephone number during regular business hours (8 a.m. to 5:00 p.m. Monday - Friday CST) to assist Agency in reporting errors and in providing first line support in the use and operation of the SOFTWARE. This telephone number(s) will be provided upon execution of this agreement.

3.2 Internet Email. Agency shall maintain a ticket system for the express purpose of requesting and tracking Contractor support. This ticket system shall be managed by Agency which tracks problem progress on an incident by incident basis in order to ensure a timely tum-around for Agency. The ticketing system will

provide email notification capability and will be configured to notify the Contractor of any issue reported or updated in the ticketing system. Specific email address(es) will be provided to PEBC upon execution of this agreement. The URL for this ticketing system will be provided to selected vendor(s) upon execution of this agreement.

- 3.3 Limitations on Hot-line support. Agency agrees that its point of contact support of the SOFTWARE will be limited to two (2) designated employees at any one time, who will act as the support liaison between the Contractor and PEBC, and that hotline support services for the SOFTWARE subject to this Support Agreement will be available to Agency through electronic mail communication or by telephone.

4. Potential Additional Duties of System Administrator

Potential additional duties may be required of the System Administrator during the term of this RFP.

Proposers should be aware of and identify their ability to perform the following potential additional duties if needed:

- Load and process data files using SQL scripts
- Compare results of files processed in two environments; troubleshoot any discrepancies
- Update database tables and run queries in SQL Server Management Studio
- Update/modify stored procedures and SQL scripts in SQL Server Management Studio
- Modify rules engine in application user interface
- Update/modify reports page in application user interface
- Configure vendor file transfer settings in application user interface or FTP software
- Package and encrypt vendor files using Windows Command Script and encryption software
- Send vendor files using FTP software and proprietary web sites
- Run queries and create ad-hoc reports in SQL Server Management Studio, Microsoft Access and Microsoft Excel
- Update and manage access to PEBC Intranet and Internet sites

Servicing and maintenance of technology devices that vendor seeks to offer under this contract should also be submitted.

EXHIBIT B
Service Questionnaire

Indicate the services you are able to provide:

SERVICE	YES	NO
Bid Item #1		
Bid Item #2		
Bid Item #3		
Bid Item #4		
Bid Item #5		
Bid Item #6		
Bid Item #7		
Bid Item #8		
Bid Item #9		
Bid Item #10		
Bid Item #11		
Bid Item #12		
Bid Item #13		
Bit Item #14		

Respondents should address the following items in Tab D: Technical Proposal if they are applicable for the service(s) being proposed.

- Respondents are asked to identify services that they are able to provide.
- Respondents are not required to be able to respond to all services in order to provide a proposal to this RFP.
- Those Respondents that are capable of providing more than a single service, indicate which in the table above, and provide an individual narrative relating to the needs of each Bid Item as described in Exhibit A.
- Responses should consist of detailed descriptions of what a Respondent’s firm is capable of providing to the TXSHARE Public Purchasing Cooperative. The bulleted points in each Bid Item must be addressed, but Respondents are encouraged to provide additional detail about their operation and capabilities.

Note: Respondent is not required to complete any questions that are not applicable to the services you are bidding.

EXHIBIT C
Service Designation Forms

RFP 2023-069	Texas Service Area Designation or Identification		
Proposer Name:			
Notes:	Indicate in the appropriate box whether you are proposing to service the entire State of Texas		
	Will service the entire State of Texas	Will not service the entire State of Texas	
	If you are not proposing to service the entire State of Texas, designate on the form below the regions that you are proposing to provide goods and/or services to. By designating a region or regions, you are certifying that you are willing and able to provide the proposed goods and services.		
Item	Region	Metropolitan Statistical Areas	Designated Service Area
1.	North Central Texas	16 counties in the Dallas-Fort Worth Metropolitan area	
2.	High Plains	Amarillo Lubbock	
3.	Northwest	Abilene Wichita Falls	
4.	Upper East	Longview Texarkana, TX-AR Metro Area Tyler	
5.	Southeast	Beaumont-Port Arthur	
6.	Gulf Coast	Houston-The Woodlands- Sugar Land	
7.	Central Texas	College Station-Bryan Killeen-Temple Waco	
8.	Capital Texas	Austin-Round Rock	
9.	Alamo	San Antonio-New Braunfels Victoria	
10.	South Texas	Brownsville-Harlingen Corpus Christi Laredo McAllen-Edinburg-Mission	
11.	West Texas	Midland Odessa San Angelo	
12.	Upper Rio Grande	El Paso	

RFP 2023-069	Nationwide Service Area Designation or Identification Form		
Proposer Name:			
Notes:	Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.		
	Will service all Fifty (50) States	Will not service Fifty (50) States	
	<p>If you are not proposing to service to all Fifty (50) States, then designate on the form below the States that you will provide service to. By designating a State or States, you are certifying that you are willing and able to provide the proposed goods and services in those States.</p> <p>If you are only proposing to service a specific region, metropolitan statistical area (MSA), or city in a State, then indicate as such in the appropriate column box.</p>		
Item	State	Region/MSA/City	Designated as a Service Area
1.	Alabama		
2.	Alaska		
3.	Arizona		
4.	Arkansas		
5.	California		
6.	Colorado		
7.	Connecticut		
8.	Delaware		
9.	Florida		
10.	Georgia		
11.	Hawaii		
12.	Idaho		
13.	Illinois		
14.	Indiana		
15.	Iowa		
16.	Kansas		
17.	Kentucky		
18.	Louisiana		
19.	Maine		
20.	Maryland		
21.	Massachusetts		

22.	Michigan		
23.	Minnesota		
24.	Mississippi		
25.	Missouri		
26.	Montana		
27.	Nebraska		
28.	Nevada		
29.	New Hampshire		
30.	New Jersey		
31.	New Mexico		
32.	New York		
33.	North Carolina		
34.	North Dakota		
35.	Ohio		
36.	Oregon		
37.	Oklahoma		
38.	Pennsylvania		
39.	Rhode Island		
40.	South Carolina		
41.	South Dakota		
42.	Tennessee		
43.	Texas		
44.	Utah		
45.	Vermont		
46.	Virginia		
47.	Washington		
48.	West Virginia		
49.	Wisconsin		
50.	Wyoming		

EXHIBIT D

Pricing Proposal

Pricing information for the desired Bid Items of this RFP are referenced below.

Respondents are asked to identify which services they are proposing in Exhibit B, and to provide pricing information as specified below for each item separately. Vendors are encouraged to promote the pricing structure that most fits their business model for each of the items that they are responding. Respondents may use as many pages as necessary to convey their pricing models.

Depending on the type of service or product being offered, pricing may be hourly rate-card for employee time, flat-fee, catalog percentage discount (also known as list-less), or any method that the Respondent prefers to propose.