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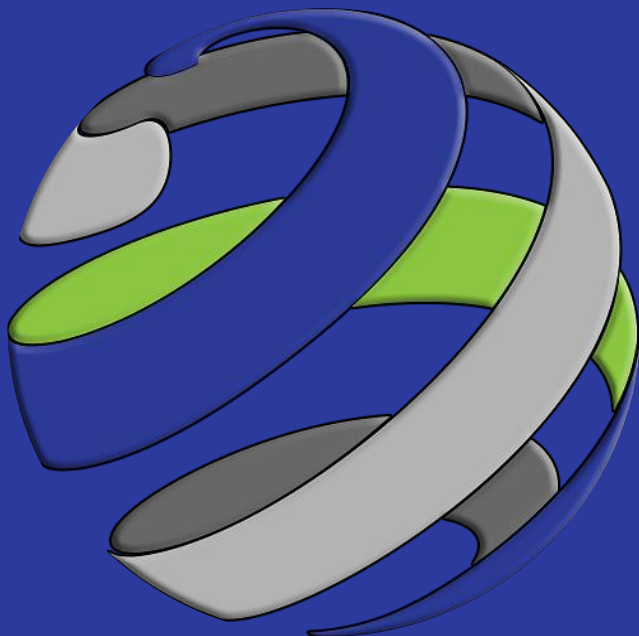
Request for Proposal (RFP)

RFP #2025-017

Enterprise Resource Planning (ERP) Consultancy Services



North Central Texas
Council of Governments



Brian Burkett
Director of Sales
brian.burkett@gnc-consulting.com

Due Date and Time: February 26, 2025 at 2:00pm CST

GNC CONSULTING, INC.
21195 S. LaGrange Road / Frankfort, IL 60423
www.gnc-consulting.com
815.469.7255

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COVER LETTER

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GNC Consulting, Inc.
21195 S. LaGrange Road
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February 26, 2025

Craig Johnson
Attn: Purchasing Division
616 Six Flags Drive
Arlington, TX 76011

Dear Mr. Johnson,

On behalf of GNC Consulting, Inc. ("GNC"), I am pleased to submit this Offer in response to the Request for Proposal ("RFP") for Enterprise Resource Planning (ERP) Consultancy Services, released by North Central Texas Council of Governments ("NCTCOG"). Currently, GNC is an approved provider under the NCTCOG TXShare Cooperative Contract to deliver Deliverables Based Information Technology Services. In addition, GNC holds multiple business enterprise certifications including:

- Certified Disadvantage Business Enterprise (DBE) in the State of Texas; and
- Certified Minority Business Enterprise (MBE) in the State of Illinois; and
- Certified Veteran Owned Small Business (VOSB) firm with the Department of Veterans Affairs.

GNC has been delivering ERP consulting services for over 29 years, specializing in Oracle's Human Capital Management, Financial Management, and Supply Chain Management suites. With a strong focus on both On Premise and Cloud solutions, we have established ourselves as a highly trusted Oracle partner. Our reputation with customers is built on consistently delivering successful implementation, upgrade, and support projects. We are recognized for our deep functional and technical expertise across these areas, paired with a team of highly experienced, professional consultants. A key factor behind our success is our unique consultant model, which ensures top-tier service and results for every client.

The primary contact for our proposal response and relationship with NCTCOG is as follows:

Name: Brian Burkett, Director of Sales
Address: 21195 South LaGrange Road, Frankfort, IL 60423
Email: brian.burkett@gnc-consulting.com
Telephone: (815) 469-4284

As President of GNC, I have the authority to negotiate and contractually bind the organization. My contact information is as follows:

Name: Garry P. Cooper, President
Address: 21195 South LaGrange Road, Frankfort, IL 60423
Email: garry.cooper@gnc-consulting.com
Telephone: (815) 469-7255

We acknowledge the receipt and have provided signed acceptance of the following Addendums:

- Addendum Number One – Issued January 24, 2025
- Addendum Number Two – Issued February 7, 2025



GNC Consulting, Inc.
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This completed proposal response contains our responses to the following:

- Certificate of Offeror and Statement of Understanding
- Key Personnel
- References
- Project – Related Experience and Qualifications
- Technical Proposal
- Pricing
- HUB Bonus
- Required Attachments

We accept NCTCOG's contract terms and conditions and if chosen as the consulting provider for this project, we are willing to negotiate a mutually acceptable contract with NCTCOG, as well as provide a certificate of insurance with the appropriate insurance types and coverage amounts. Our proposal response shall remain valid for a minimum of 90 calendar days after the proposal due date and time on Tuesday, February 26, 2025, at 2:00 PM CST to allow adequate time for evaluation and award.

If you have any questions regarding our proposal, please feel free to contact me directly. We sincerely appreciate this opportunity to present our Offer and hope to be chosen as a provider of ERP Consulting Services to the NCTCOG TXShare Program.

Sincerely,

A handwritten signature in blue ink that reads 'Garry P. Cooper'.

Garry P. Cooper
President

CERTIFICATE OF OFFEROR AND STATEMENT OF UNDERSTANDING

TXShare

Your Public Sector Solutions Center

REQUEST FOR PROPOSALS

For

Enterprise Resource Planning (ERP) Consultancy Services RFP # 2025-017

Sealed proposals will be accepted until **2:00 PM CT, Monday, February 5, 2025** and then publicly opened and read aloud thereafter.

GNC Consulting, Inc.

Legal Name of Proposing Firm

Garry P. Cooper

Contact Person

President

Title

(815) 469-7255

Telephone Number

garry.cooper@gnc-consulting.com

E-Mail Address

21195 S. LaGrange Road

Street Address of Principal Place of Business

Frankfort, IL

City/State

60423

Zip

21195 S. LaGrange Road

Complete Mailing Address

Frankfort, IL

City/State

60423

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.

Garry P. Cooper

Authorized Signature

Statement of Understanding

GNC is well-equipped to support the NCTCOG TXShare Program in achieving its goals through our comprehensive understanding of the program's scope and the specific deliverables outlined in the issued RFP. With our deep expertise in ERP systems and proven methodologies, we are prepared to assist entities within the TXShare Program in addressing their unique challenges. Our experience ensures that we can effectively optimize their ERP systems, streamline operations, and support their long-term success by implementing solutions tailored to their specific needs and objectives.

KEY PERSONNEL

Below we provide brief bios on each of the GNC key members who will be involved in managing the relationship and services with the Participating Entities within the NCTCOG TXShare.

Team Member	Bio	Responsibility
Garry Cooper Founder and President GNC Consulting	Garry is founder, President, and owner of GNC Consulting, Inc. Responsible for all aspects of management, which includes the internal operations, employee workforce and company financials. Accomplishments include developing one of the largest and most talented Oracle PeopleSoft teams in the country. Prior to founding GNC, Garry was a successful PeopleSoft consultant for many years and led multiple implementations.	Executive Sponsor
Brian Burkett Director of Sales GNC Consulting	Over 24 years with GNC, Brian is responsible for sales and business growth, management of day-to-day sales activity, customer relationships, and business partnerships. He has supported clients in both the Public Sector and Private industries. Prior to joining GNC, Brian was formerly a recruiter and account manager fulfilling IT and Human Resource roles in different industry verticals.	Account Executive: will be the primary GNC contact to interface with NCTCOG TXShare Participating Entities to ensure GNC's services are delivered to meet expectations.
Matt Young Engagement Manager	Matt leads GNC's ERP engagements, bringing 24 years of experience within Human Capital Management and Financial areas. In his career, he has held roles in the consulting industry as well as in-house management roles responsible for ERP systems at a variety of companies. Matt provides client-focused leadership to our ERP Practice and prioritizes client satisfaction by ensuring the GNC team delivers services that meet the needs of our clients. Our focus on utilizing experienced ERP consultants and fostering continuous learning helps keep our team up to date with new ERP functionality and tools to provide quality solutions to our clients.	Service Delivery Leader - will ensure appropriate resources are assigned for projects and deliverables to be met.
Ed Doyle Engagement Manager	Ed leads GNC's engagements that are focused on Enterprise Performance Management (EPM) solutions. He has over 20 years of experience implementing Business Intelligence and Oracle Budgeting and Reporting systems. He has extensive experience as an Engagement Manager, Project Manager, and Lead Architect. Ed provides client-focused leadership to our EPM practice and prioritizes client satisfaction by ensuring the GNC team delivers services that meet the needs of our clients. Our focus on utilizing experienced EPM consultants and fostering continuous learning helps keep our team up to date with new EPM functionality and tools to provide quality solutions to our clients.	Service Delivery Leader - will ensure appropriate resources are assigned for projects and deliverables to be met.

REFERENCES

Pittsburgh Regional Transit

Contact Person: Erik McKibben

Title: Director of IT Enterprise Software

Phone Number: (412) 566-5166

Email Address: EMcKibben@RidePRT.org

City Utilities of Springfield, MO

Contact Person: Mark Noel

Title: Supervisor, IT Applications

Phone Number: (417) 831-8584

Email Address: mark.noel@cityutilities.net

Lone Star College System

Contact Person: Joanna Porche

Title: Vice Chancellor, Enterprise Applications, Office of Technology Services

Phone Number: (281) 290-3607

Email Address: Joanna.Porche@lonestar.edu

College of Lake County

Contact Person: Jay Meyer

Title: Director of Application Services

Phone Number: (847) 543-2717

Email Address: ISC254@CLCILLINOIS.EDU

PROJECT - RELATED EXPERIENCE AND QUALIFICATIONS

With almost 30 years of experience in the Enterprise Resource Planning (“ERP”) industry, GNC has developed deep expertise implementing, upgrading, and supporting ERP applications. Our knowledge extends beyond the technical aspects of the software to include the underlying business processes and best practices for maximizing the value of your applications. Our product focus is centered on Oracle applications, including:

- **PeopleSoft Applications**
 - Human Capital Management
 - Financials
 - Supply Chain Management
 - PeopleTools
- **Hyperion/EPM**
- **Oracle Cloud Applications**
 - Oracle HCM Cloud
 - Oracle ERP Cloud
 - Oracle EPM Cloud

Our Oracle Partner status and multiple Oracle certifications validate our extensive expertise. We deliver projects on time and within budget by combining strong functional and technical knowledge, earning our clients’ deep trust. GNC’s senior consultant model ensures clients work directly with seasoned professionals who have extensive experience implementing, upgrading, and supporting Oracle applications. This approach maximizes project effectiveness and helps clients unlock the full potential of their ERP investments.

Our senior consultant approach emphasizes several key differentiators for GNC:

1. **Deep Expertise:** With years of experience, our consultants are able to navigate complex implementations and troubleshooting with ease, reducing risks and improving outcomes.
2. **Client Collaboration:** Working directly with clients allows for a highly personalized, hands-on approach, ensuring that the specific needs of the organization are met effectively.
3. **Maximizing ROI:** The goal of enabling clients to realize the full value from their ERP investments is crucial, as ERP systems can be costly and time-consuming. This focus ensures that organizations are making the most of their technology for efficiency, cost savings, and growth.

The GNC consulting services portfolio includes the following:

- Implementations
- Upgrades
- Application Support
- Managed Services
- Project Management
- Change Management
- Business Process Assessments
- Health Checks
- Program/Project Management
- Application Development
- Technical Support
- Staff Augmentation
- Offshore Development

The Public Sector is a strategic industry focus for GNC, where we service cities, municipalities, K-12 schools, and other state organizations. Our specialized experience enables us to address the unique regulatory and operational challenges these entities face when implementing Oracle solutions.

The table below contains examples of our experience in Public Sector:

Customer	Projects
Pittsburgh Regional Transit	PeopleSoft FSCM and HCM 9.2 Upgrades, also chosen as strategic vendor for IT Consulting Support Services of Oracle and non-Oracle applications under a 5-year contract
City Utilities of Springfield, MO	PeopleSoft FSCM and HCM 9.2 Upgrades, Managed Services, Full-Stack .Net development for in-house Supply Chain Management System
Lone Star College System	Multiple PeopleSoft HCM and FSCM projects and Hyperion support; overall services consisting of Strategic Planning, Project Management, Business Processes, Organizational Change Management, Implementation, Business Advisory & Support and Consultation Services
State of Tennessee	PeopleSoft Benefits Process and Test Cycle Improvements
Portland Metro, OR	PeopleSoft HCM Benefits Administration, and Payroll support along with FSCM application enhancements and support
Knoxville Utilities Board	PeopleSoft FSCM and HCM 9.2 Upgrades, and the implementation of new modules including Deal Management and Supplier Contracts, Chart of Accounts changes, and Hyperion Planning.
City of Indianapolis	PeopleSoft HCM 9.2 Upgrade, Hyperion Upgrade, functional application support
Lower Colorado River Authority	PeopleSoft FSCM and HCM 9.2 Upgrades and Oracle Business Intelligence Enterprise Edition (Analytics).
San Diego County Water Authority	PeopleSoft FSCM and HCM 9.2 Upgrades
Port of Seattle	PeopleSoft HCM 9.2 Upgrade and various PeopleSoft 9.2 Financial projects
Los Angeles County Development Commission	PeopleSoft 9.2 FSCM and HCM Upgrades
Eighth Largest School District in the U.S.	Implementation of Oracle Taleo Recruiting System

Arlington County, VA	Implementation of Oracle EPM Cloud Planning and Budgeting, Reporting
Chester County, PA	Implementation of Oracle EPM Cloud Planning and Budgeting, Reporting

The following client summaries provide details of GNC's experience providing ERP services in Public Sector:

Pittsburgh Regional Transit – PeopleSoft ERP Services

Description of Services:

GNC has been providing implementation and support services to Pittsburgh Regional Transit (PRT) since 2017. The first project in which we were engaged was to perform the upgrade for the PeopleSoft FSCM application from FSCM 8.4 to 9.2. During this project, the team performed fit-gaps and upgraded General Ledger, Project Costing, Asset Management Billing, Cash Management, Financial Gateway, Accounts Receivable, Accounts Payable, eProcurement, Purchasing, Strategic Sourcing, and Inventory modules. We also upgraded PeopleTools to version 8.55 and implemented the Fluid Interface.

The second project GNC was selected to perform was the PeopleSoft HCM Upgrade from v9.1 to HCM v9.2. During this project, the GNC team performed fit-gap assessments, converted crystal reports to BI Publisher, and upgraded the following modules/functionalities: Core HR w/Position Management, Benefits Administration, Time & Labor, NA Payroll, Fluid UI, including creation of custom Fluid pages, and custom Fluid tiles, created a Fluid Activity Guide for Payroll, built WorkCenters for other HCM users, implemented Fluid Life Events for ESS, created Online forms using Form and Approvals Builder, Elasticsearch, and replaced existing Crystal reports with BI Publisher report formats.

The project objectives included minimizing prior customizations, leveraging delivered v9.2 PeopleSoft functionality, effective training/knowledge transfer, and finishing on-time and on-budget. Each of the upgrades that GNC delivered were on a fixed-fee, milestone-based fee structure, and they were completed on time and within budget.

In 2020, PRT released a Request for Proposal in order to choose providers for IT Consulting Support Services for a five-year period for their PeopleSoft systems as well as non-Oracle systems. GNC was selected as one of those providers and we are heavily relied upon to provide ongoing support for PRT's PeopleSoft systems.

Recently, PRT requested that GNC assist in assessing the PeopleSoft ePerformance and eCompensation applications in order to consider adopting them to use and manage their employee performance and compensation processes. GNC conducted initial discovery discussions while gathering requirements, delivered product demonstrations utilizing our PeopleSoft HCM v9.2 demo environment, and delivered costs and timeline estimates for implementation of both applications. As a result, PRT purchased each product and has chosen GNC to lead and assist them through each implementation.

City Utilities of Springfield, MO – PeopleSoft ERP Services

Description of Services:

Since 2017, GNC has been the preferred partner for City Utilities of Springfield (City Utilities) to perform project services and support their PeopleSoft systems. The first project that GNC completed was an upgrade of their PeopleSoft Financials and Supply Chain Management system from Release 8.8 to 9.2, PeopleTools 8.55. During the project, the modules that were upgraded included Accounts Payable, Accounts Receivable, General Ledger/ Financial Reporting, Project Costing, Asset Management, and Budgeting, and many new features along with the Fluid user interface. We also interfaced PeopleSoft 9.2 to the Version 8.8 Purchasing and Inventory modules as City Utilities elected to build their own custom application for these modules but required time to complete development.

The next project that we were selected for was to complete City Utilities' PeopleSoft HCM Upgrade to v9.2, as well as an implementation of Taleo Recruiting.

Subsequently, GNC has served as the Managed Services Partner to City Utilities for both the PeopleSoft HCM and FSCM applications. GNC responsibilities include executing PUM Upgrades; PeopleTools upgrades; modules enhancements; issue resolution; general knowledge support and technical application support. This contract has been in effect since 2017.

Lone Star College System – PeopleSoft and Hyperion ERP Services

Description of Services:

GNC has been providing services to Lone Star College System (Lone Star College) since January 2014. GNC has been a trusted partner for Lone Star College contracted to provide deliverables-based information technology services, including ERP services, for projects across their technology footprint. Within these services, we have successfully delivered multiple Oracle PeopleSoft HCM and Hyperion system integration projects.

Projects that GNC has successfully completed include:

1. **PeopleSoft Recruiting Implementation** - GNC was selected by Lone Star College to assist them with the PeopleSoft Talent Acquisition Manager implementation, with the project being completed in two Phases. The Talent Acquisition Manager 9.2 PUM 26 implementation, including Candidate Gateway and OnBoarding, was completed in 2019, on time and on budget.

Phase 1 – Talent Acquisition Manager Assessment.

1. GNC performed a Fit/Gap/MoSCoW analysis and document associated Lone Star College business processes. This included working sessions with the Lone Star College business areas to understand current functional processes, and to identify Talent Acquisition Manager application existing/missing functionality including prioritized reporting requirements.
2. GNC prepared a data management plan providing for the disposition of Taleo and Talent Acquisition Manager legacy data.
3. GNC provided training for setup and use of OnBoarding functionality. We also prepared a detailed project plan for the rollout of Talent Acquisition Manager functionality.

Phase 2 - Talent Acquisition Manager (TAM) Implementation. This involved the rollout of TAM including Candidate Gateway and OnBoarding. The GNC team was responsible for the following tasks and delivered on each of them:

1. Reviewed/updated scope and project plan as needed.
2. Performed additional training for the implementation team.
3. Prepared the Talent Acquisition Manager environment.
4. Configured Talent Acquisition Manager.
5. Developed top priority reports.
6. Delivered End-user training.
7. Executed testing of Talent Acquisition Manager functionality and reporting.
8. Conducted an impact analysis of application bugs (break/fix).
9. Completed remediation and re-testing as needed.
10. Prepared plans for change management and communications.
11. Led the implementation and monitored progress.
12. Decommissioned Taleo.

2. **Hyperion Integration Project** - GNC undertook a project to integrate PeopleSoft HCM with Hyperion to allow for increased reporting functionality. Oracle Data Integrator (ODI) was used to extract metadata and data from PeopleSoft HCM and load this information to Hyperion Planning through EPMA, which was utilized to perform the final loading, metadata validation and error checking, and deployment of metadata from interface tables to Hyperion Planning and Essbase. This entire process was automated through ODI.

Phase 2 consisted of implementing a reporting application for Lone Star College. The application was developed using the Aggregate Storage Option (ASO) in Essbase. Lone Star College was unable to run their 'Budget by Position' report in their current application due to constraints within the application. GNC developed a Hyperion ASO reporting application that would allow for more efficient reporting and increase reporting performance. This application not only addressed the 'Budget by Position' report but also allowed for greater use of reporting within the developed application. Upon completion of Phase 2, Lone Star College released periodic Requests for Proposal for Hyperion support, where GNC was selected each time as the provider of choice for this support.

College of Lake County – Cloud Budget System Implementation

Description of Services:

The College of Lake County implemented Oracle Cloud EPM Planning to streamline the current budgeting process and allow more time for them to spend on analysis and other priorities. Oracle Cloud EPM Planning provided: data entry for Annual Budgeting, management of year-to-year Budgets, the ability to track positions at the detail level, manage budget increases for salary, benefits and goals, the ability to Manage Budget Reallocations for Goals, allowance for multiple scenarios, stages and/or versions of the budget, the ability to build Forecast Models for 3 - 5 year plans (Property Tax and Tuition) and provide the individual College of Lake County Board Reports.

Oracle Cloud EPM Planning also provides the following benefits to College of Lake County:

- A system that allows for data entry for Annual Budgeting
- Provided the ability to tie New Initiatives to College Strategic Goals
- Management year-to-year budgets
- Ability to track positions at the detail level
- Ability to manage budget increases for Salary, Benefits and Goals
- Ability to manage budget reallocations for Goals
- Management workflow for the budget request approvals
- A system to support 50 users
- A system that allows for 5 years of historical data
- A system that allows for multiple scenarios, stages and/or versions of the budget
- Ability to build Forecast Models for 3 to 5-year plans (Property Tax and Tuition)
- Ability to provide the individual College of Lake County Board Reports

Oracle Cloud EPM Planning improved the management of year-to-year Budgets and allowed College of Lake County to track positions at a more detailed level. College of Lake County was able to manage Budget increases for Salary, Benefits and manage Budget Reallocations more efficiently. This project reinforced the need for weekly status meetings that kept the project team focused on the project goals and managed scope creep.

Chester County, PA – Cloud Budget System Implementation

Description of Services:

Chester County's primary objective was to replace their existing PeopleSoft Enterprise Performance Management solution with Oracle Cloud EPM Planning for Operational Budgeting in parallel with streamlining the budget preparation process to enhance Chester County's ability to track and manage budgets in real-time. In addition, as part of the implementation, Chester County pursued efficiencies in their existing budget process through the ability to create and maintain multiple versions, leverage pre-built forms and workflows, better forecast personnel costs, improve budget to actual reporting and analysis and expand five-year forecasting capabilities.

The project focused on the following business processes:

- O&M Budget Planning
- Employee Position Budget Planning
- Budget validation reporting
- Data and Metadata load to/from Planning and PeopleSoft
- Final budget data export and integration to PeopleSoft

Oracle Cloud EPM Planning not only reduced the amount of time spent on budget activity and preparation, but it also created a more accurate budget. Oracle Cloud EPM Planning improved the O&M Budget Planning, Employee Position Budget Planning, Budget validation reporting, Data and Metadata load to/from Planning and PeopleSoft and Final budget data export and integration to PeopleSoft. This project reinforced the requirement that the administrators as well as the end users be involved in the design and creation of the solution.

Knoxville Utilities Board – PeopleSoft Reimplementation

Description of Services:

Knoxville Utilities Board (KUB) had previously implemented PeopleSoft 8.8 for Financials and Human Capital Management. KUB was not achieving all desired functionality with its PeopleSoft solution, thus they looked to Upgrade/Re-implement their existing set of modules, while implementing many additional modules across Financials, HCM and Enterprise Learning Management, along with implementing Hyperion Planning and Budgeting. The Financials applications reimplemented included General Ledger, Purchasing, Accounts Payable eProcurement, Cash Management, Asset Management, Deal Inventory, Interaction Hub Supplier Contracts, and nVision. The HCM modules in scope included Core Human Resources, Enterprise Learning Management, Recruiting, Payroll, Self-Services, Time & Labor, eCompensation, ePerformance, and Interactive Hub.

The project consisted of a reimplementation of PeopleSoft 9.2 HCM, Financials, and Supply Chain, along with the implementation of Hyperion Public Sector Planning and Budgeting. KUB wanted a reimplementation of existing modules so that they could take a 'fresh look' at the delivered functionality provided by version 9.2. The project objectives included minimizing prior customizations, leveraging 'delivered' 9.2 PeopleSoft and Hyperion functionality, effective training/knowledge transfer, on-time and on-budget. The project was completed by GNC on fixed-fee, milestone-based fee structure.

GNC's role on the project included Quality Assurance, Project Management, Functional Leads and Consultants as well as Technical Leads and Consultants. We were able to achieve KUB's project goals, including maintaining the project on time and budget, leveraging PeopleSoft's delivered functionality, redesigning business processes to align with the PeopleSoft delivered functionality, eliminate/minimize customizations and leverage PeopleSoft 9.2 new functionality across the PeopleSoft Financials, HCM and ELM areas.

Lower Colorado River Authority – PeopleSoft Upgrades

Description of Services:

For Lower Colorado River Authority (LCRA), we completed a full review of all existing HR business processes along with a detailed identification of the existing customizations within their v9.0 environment as part of the HCM and FSCM upgrade to v9.2. The existing customizations which unduly impacted self-service functionalities, which disrupted core data administration, were reconsidered by the client and many customizations were eliminated. LCRA was able to eliminate most customizations as part of this upgrade due to the improvement of the core PeopleSoft product and the recognition that, with minor changes to existing business processes, they could utilize the delivered PeopleSoft business processes for many of their core activities.

TECHNICAL PROPOSAL

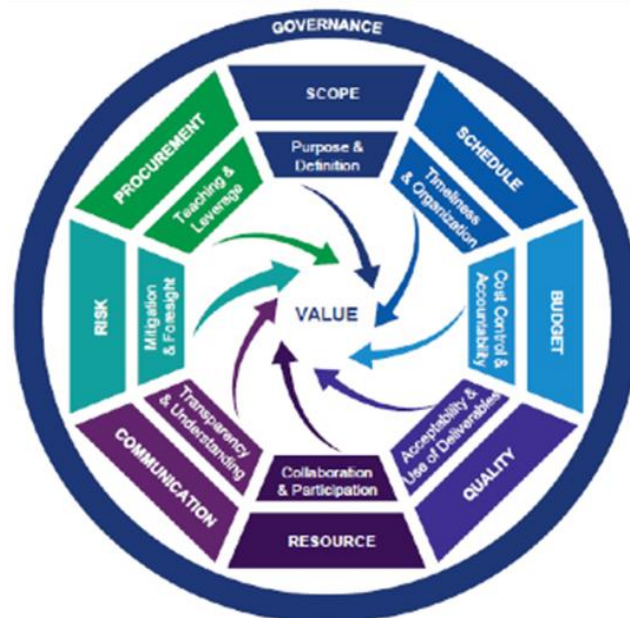
GNC is uniquely qualified to deliver ERP Consultancy Services to the Participating Entities of the NCTCOG TXShare Cooperative Purchasing Program. We provide:

- Knowledgeable, experienced consultants.
- Established best practices and methodologies with proven client adoption.
- A strategic approach that maximizes ERP system efficiency and return on investment.

Our service delivery is built on a foundation of proactive project management, as detailed below:

Project Management Methodology

GNC's Project Management methodology, based on leading practices, provides a consistent, practical approach to project management. Our team executes a variety of projects with the most common methodologies being the Waterfall Methodology and Agile Approach, both of which we are experienced within. The nine key areas covered in our methodology include:



- **Governance:** Plan, coordinate, and monitor all aspects of the program to achieve targeted objectives, goals, and benefits. Governance integrates all other project management functions.
- **Scope Management:** Establish the appropriate Scope, then monitor and focus the work being done.
- **Schedule Management:** Plan, coordinate, and monitor the project schedule to achieve timely completion of deliverables. Ensure dependencies are considered and progress is regularly monitored, and obstacles addressed.
- **Financial Management:** Plan, coordinate, and monitor the project budget.
- **Quality Management:** Implement standards to facilitate quality as a planned outcome, not a random event.
- **Resource Management:** Plan, manage, and control human and physical resources.
- **Communications Management:** Plan and oversee information flow throughout the project team, and to the larger organization, as needed.
- **Risk/Issue Management:** Identify potential problems/risks before they occur, initiate suitable action to mitigate such risk, and reduce the impact of unplanned incidents on the program. Actively track issues and document solutions for future reference.
- **Procurement Management:** Address the planning, management, and control of external resources that may be procured during the project and tasks required from them or dependencies they introduce.

Project Management Approach

Our proactive project management approach is characterized by meticulous planning, ongoing risk management, transparent reporting, and effective stakeholder communication. We are dedicated to delivering projects on time, within scope, and within budget while adapting to changes and challenges.

A. Project Planning and Scope Definition

- **Comprehensive Planning:** Our project management approach commences with detailed planning, where we work closely with your team to define project objectives, scope, deliverables, and timelines. We ensure that project goals align with your organizational strategy.
- **Scope Management:** We employ rigorous scope management practices throughout the project to control changes, prevent scope creep, and maintain project focus.

B. Resource Allocation and Management

- **Resource Assessment:** We conduct a thorough assessment of the resources required for the project, including personnel, equipment, and materials. This ensures that the right resources are allocated effectively.
- **Resource Optimization:** Our team is skilled in resource optimization to ensure efficient utilization, cost-effectiveness, and timely project completion.

C. Risk Assessment and Mitigation

- **Proactive Risk Assessment:** We identify potential risks and uncertainties affecting project outcomes. A risk mitigation plan is developed, outlining strategies to minimize the impact of these risks.
- **Continuous Monitoring:** Risk management is an ongoing process. We continuously monitor project risks and adapt mitigation strategies as needed.

D. Progress Monitoring and Reporting

- **Real-time Monitoring:** We employ advanced project management tools and techniques for real-time monitoring of project progress. This allows for early identification of issues and deviations from the plan.

- **Regular Reporting:** We provide progress reports, including key performance indicators, milestones achieved, and any deviations from the project plan. Transparency in reporting ensures that stakeholders are informed and can make informed decisions.

E. Change Management

- **Change Control:** We implement a structured change control process to evaluate and approve project scope, schedule, or budget changes. This ensures that changes are well-understood and aligned with project goals.
- **Stakeholder Engagement:** We engage with stakeholders to communicate changes effectively and manage expectations, minimizing disruption to the project.

F. Stakeholder Communication

- **Effective Communication Plan:** Our approach includes a comprehensive communication plan that outlines how information is shared with stakeholders. We ensure that communication is timely, relevant, and tailored to the audience.
- **Stakeholder Engagement:** We actively engage with stakeholders to gather feedback, address concerns, and foster a collaborative project environment.

G. Project Documentation

- **Robust Documentation:** We maintain detailed project documentation, including project plans, schedules, meeting minutes, and change requests. This documentation serves as a historical record and ensures accountability.
- **Knowledge Transfer:** At project completion, we provide your team with comprehensive documentation and knowledge transfer, ensuring that project insights and lessons learned are retained within your organization.

In addition to the above Project Management areas, below are other components that we deliver as part of our project services.

Scoping Exercises

As part of most every engagement, we are called upon to help our clients understand the scope of the work they are undertaking (or considering) in order to ensure the client's objectives are fulfilled. We will work closely with the Project Teams of the Participating Entities in the NCTCOG TXShare Program to ensure we keep business objectives at the forefront of each engagement. In addition, we will work with the Project Teams to prevent scope creep as much as possible, in order to keep projects on time and on budget.

Documentation

A core deliverable for our projects includes documentation to meet our clients' need to support the application/technology; understand the details of the module or other functionality; functional & technical design & build details for any custom solutions we create; User Guides for front-end users of the application; and all other documentation that may be needed during the project. We have templates for such documentation, or we can use any format preferred by our clients.

Training & Knowledge Transfer

Our team members have strong practical experience within Oracle and non-Oracle application and technology areas. We understand that your technology platforms and applications are critical to your end-users as well as your power-users and technical team. In that regard, we are happy to work with you to define any and all training needs related to the projects or tasks we may execute. We will define and execute Knowledge Transfer plans according to each engagement to help team members learn throughout the lifespan of a project.

Critical Success Factors

Based on GNC's extensive ERP consulting experiences, we've identified the following Critical Success Factors that must be achieved for project success:

- Active, visible support from dedicated Executive Sponsors.
- Prompt review and approval of all project deliverables.
- Strict adherence to change control processes to maintain scope integrity.
- Empowered Project Manager or Project Team capable of making timely decisions.
- Access to data in existing systems.
- Utilization of the progressive knowledge transfer program enabling users to "learns as we go" and participate in key decisions.
- Sufficient access to Subject Matter Experts from both (i) the business units impacted and (ii) the IT organization charged with supporting the end users.

Assessment Approach

GNC's assessment approach is based on our previous experience conducting numerous implementation and upgrade projects. We utilize a hands-on, realistic, and proven approach to ensure that all aspects of the assessment are thoroughly covered.

Our consultants will work closely with Subject Matter Experts, End-Users, IT Support team, and other members of teams to ensure that we fully capture input from all areas of an organization.

To deliver a quality output for the client, our Team executes the following steps during an Assessment:

1. We submit initial questionnaires to the Project Team so we can gather some information before we formally begin the engagement. These questionnaires will be targeted to both the functional and technical support teams. In addition, we finalize the project activity schedule and the timeline for the project deliverables.
2. Once we have gained access to the appropriate instance of a software environment, we will conduct an initial analysis of your current configurations, core data elements, online customizations, and related elements of the application or system. This initial review, along with the responses to the initial questionnaires will help us get up to speed on how and what you are executing within applications and technology today.
3. Next, we will schedule and conduct in-depth discussions regarding the specific in-scope business processes with the various personnel who are involved in and relevant to each process. We will be certain to dive into any "pain points" that you are currently experiencing. The goal is to not only gain an understanding of current process steps, issues that have been presented, and gaps in the process, but also to challenge the team to understand and consider how an organization might utilize the existing applications or technology to deliver quality results more consistently and more efficiently than the tools currently utilized.
4. These discussions will lead to further analysis for GNC and maybe even some solutioning being done. We want to gain a firm understanding of the business requirements and any issues facing your users, but if we have an opportunity to present some quick and positive solutions, we will make the effort to do so.
5. The next step will be to conduct follow-up discussions with the functional teams to pose any further questions, gain additional clarifications, or maybe even review possible solutions (or approaches to possible solutions) for current business process issues. Clearly the more we can gain the confidence of the users, the better working relationship we can establish – which will hopefully lead to better progress in defining a blueprint. ***Our task is not just to tell the client***

what they already know. Our goal is to work with the Project Team to help them understand the options for solving the problems encountered today, and how to address the issues that may be encountered in the future.

6. Finally, the GNC team will document what we have reviewed, with whom we have spoken, what we have learned, suggested solutions and ideas for the future in our primary fit/gap document deliverable. We will present the results of our Assessment to the Project Team and other identified stakeholders and conduct follow-up discussions as needed for all involved to gain a comprehensive understanding of the results.

To summarize, GNC utilizes a well-accepted process to conduct the fit-gap sessions. The end results of the fit-gap sessions give the Project Team details of how well the solution can meet the needs of the business and where any gaps may exist. This, in turn, helps the client understand how significant of an effort would be needed to implement the solution. We work closely with the client's Project Team to define an informed outline of the implementation timeline as well as the resources needed and even an estimated cost for such implementation.

GNC Project Execution Methodology

Our Project Execution Methodology forms the foundation of GNC's service delivery. Refined over 29 years of successful implementations, upgrades, and updates, this methodology transforms our extensive experience into a proven approach that consistently achieves project goals.

Each project phase follows a structured path from inception to ongoing support. Our methodology ensures:

- Clearly defined requirements and project scope.
- Optimal resource utilization.
- Robust quality assurance with comprehensive testing.
- Seamless coordination and communication among team members.

Phase	Description
Strategy	Define the project scope and identify the solution needed to solve the current business issues. Validate approach and related risks. Define an upgrade plan for image updates and rollout approach for future functionality.
Planning	The entire project is mapped out during this Phase. The key milestones, risks, deliverables and resources are identified. An all-encompassing communication and change control plan is defined and criteria for success are developed.
Design	Review of the current business processes and future state is mapped based on delivered, best in class business processes. Application mapping and fit gap analyses are conducted to fully define the new system. Focus is centered on the use of the delivered functionality and aligning business processes accordingly.
Construct	The system is configured to the client's needs leveraging software delivered functionality. The required forms, processes, interfaces and reports are configured so that the customer can leverage the best practice functionality delivered with the system while ensuring all of the customer's business process requirements are being met.
Transition	The configured system is fully tested during multiple iterations of testing. The new system is run in line with the existing System to ensure that all business processes are verified and that the new System is issue-free.
Deploy	Once all issues have been resolved, the system is rolled out to the users. A support plan is put in place to assist with quick resolution of any key mission critical issues. A "lessons learned" session is conducted to assist and plan for future Phases.

Strategy Phase

The goal of the strategy phase is to outline the overall technical strategies of your organization. It will lay the foundation for the rest of the project and will be the basis for success for the project. The overall strategy is to execute a timely implementation of the specific functionalities for the client to build upon the work that has already been completed in preparation for this Project.

Technical Strategy

In order to ensure a successful implementation of the new system, the existing technical infrastructure must be reviewed. During these discussion the Project Team will examine the hardware and software components currently supporting thapplication and recommended changes to your infrastructure may be made.

Project Goals

Project goals and objectives will be confirmed as part of the project strategy phase.

Project Executive Support

Client Project Executive Support is essential. During the strategy phase we will review the project structure comprising of the project steering committee, project team and other stakeholders to ensure that proper executive support is in place. This project structure will be confirmed and further detailed in the planning phase of the project discussed below.

Deliverables

- Project Contract Documents
- Project Scope / Approach

Planning Phase

The goal of the planning phase is to create the foundation for the project. Project management deliverables will be created, and resources will be finalized.

Create a high-level project plan

We will start with a Work Breakdown Structure which provides a summary of high-level activities needed for the project and a Project timeline based upon initial information provided. A more detailed Microsoft project plan will be created in this phase to identify the key tasks and milestones for the project. The key resources are identified and their time is secured to ensure success of the project.

Finalize the Project Team

The project team will be confirmed as part of this phase (if the project team structure and team members have not already been confirmed prior to this planning phase). There is also a *Steering Committee* comprised of executives from the client and GNC. The Steering Committee is an oversight organization charged with providing both project vision and direction. The Steering Committee has ultimate responsibility for conflict, issue and problem resolution, and has the final decision on scope change management.

Set Up Technical Infrastructure

Depending on your technical infrastructure strategy, you may decide to invest in additional/new hardware. These items will need to be secured as soon as possible as management approval for the strategy and purchase orders may be required.

The client needs to procure, license and deliver the minimum required hardware and software environment. The lead time associated with this activity is critical to the planning and scheduling of the installation resources.

Install all hardware and software components necessary to support the PeopleSoft environment and validate the installation is done correctly.

Deliverables

- Project Plan
- Risk Management Plan
- Issue Management Plan
- Communications Plan
- Project Charter
- Final Resource Plan

Design Phase

Business Process Review & Validation

This phase of this project concentrates on maximizing the use of delivered functionality and where possible, aligning the clients' business processes with delivered functionality. The clients' willingness to align business processes with the system capabilities will be key in order to not create any unnecessary customizations.

Fit Gap Process

Typically, during implementations and upgrades GNC performs Fit Gap sessions to determine where delivered functionality does not meet a client's requirements and to determine how to solve any process gaps.

GNC Fit Gap Process				
	Administrative	Control	Educate	Document
Prepare	➤ Invite the right people. Make sure that not only the managers but those employees who use the system every day ➤ Attach agenda to invitations ➤ Check the room for equipment and network access before the meeting	➤ Create a script including Navigation and example employees that everyone invited has access to view ➤ Define meeting ground rules	➤ Review current customizations and why they were implemented ➤ Understand what each field is used for and create cheat sheets for the meeting ➤ Study and review functionality even if they currently don't use	➤ Dedicate one person who is not the facilitator to document the decisions made during the meetings ➤ Define standard document templates ➤ Ensure white board to capture parking lot items
Facilitate	➤ Start the meeting on time. If you start on time every meeting people with start to get there early so they don't miss anything. ➤ Review logistics, agenda and ground rules.	➤ Follow your script and keep everyone on track ➤ Understand the goal is not always to drive to a solution but to identify the gaps. ➤ Set a time limit for exploratory discussions, then send to parking lot for an additional meeting	➤ Review current process noting customizations ➤ Demo new process noting enhancements in functionality ➤ Remember that no one has all the answers, so note questions and reply to group after meeting	➤ Note attendance for the meeting ➤ All decisions should be documented and then read to the team for accuracy ➤ Track all questions that come up during the meeting and note who is responsible for getting the answer
Debrief	➤ Send out all documents from meeting ➤ Schedule follow-up meetings for any parking lot items	➤ Define effort for customizations (# of days, weeks or months) ➤ Set priorities for all customizations ➤ Review final list with steering committee for approval	➤ Research Questions ➤ Prototype alternative solutions to customizing	➤ Create functional specifications for approved customizations. ➤ Adjust project plan based on effect of customizations and available technical resources

Final Business Process Definition

The final step is to fully confirm the desired business processes to meet the requirements defined by the client. To do this, the GNC team will:

1. Create a Business Process Recommendations document.

GNC will use the results of the Fit Gap to create a Business Process Recommendations document. This document will contain:

- Differences between the newly designed and delivered business processes.
- Options for future business process enhancements (if appropriate). Options will include advantages/disadvantages, potential impacts (policies, other processes, and users), risks, and time estimates.
- GNC's recommendations for the go-forward business processes.

2. Review the Business Process Recommendations document.

The future state workshop will be used to validate the Business Process Recommendation prior to submitting this document for approval. The preference is to have a face-to-face meeting to discuss this document, but an alternative would be to validate this document via email or conference calls.

Requirements Collection Templates (if needed)

GNC has developed templates for each module to assist with the process of both collecting and explaining the information needed to set up the individual applications.

Develop System Application Architecture Diagrams

To help GNC understand your current and future application architecture and to identify required interfaces, the project team will prepare application architecture diagrams depicting the present and future applications and the primary relationship between such applications.

Create Testing Strategy

During the design phase, a testing strategy should be created detailing the level of testing and the appropriate types of testing that will be executed for this implementation.

Create Training Strategy

During the design phase will finalize a training strategy which will validate who will need to be trained, the training format (we will deliver a train-the-trainer approach), and who will be responsible for creating/facilitating the training.

Deliverables

- Knowledge Transfer Plan
- Interface Strategy and Plan
- Data Conversion Plan
- Testing strategy
- Testing plan
- Functional Requirements / Inventory
- Interface Inventory
- Report Inventory
- Documentation from all redesign facilitation sessions
- Training Strategy
- Testing Strategy

Construct Phase

The construct phase incorporates a significant portion of an implementation project. All customizations are unit tested by the developers. Any required configuration changes are made. The Project Team will create test scenarios and detailed test scripts.

New Development Methodology

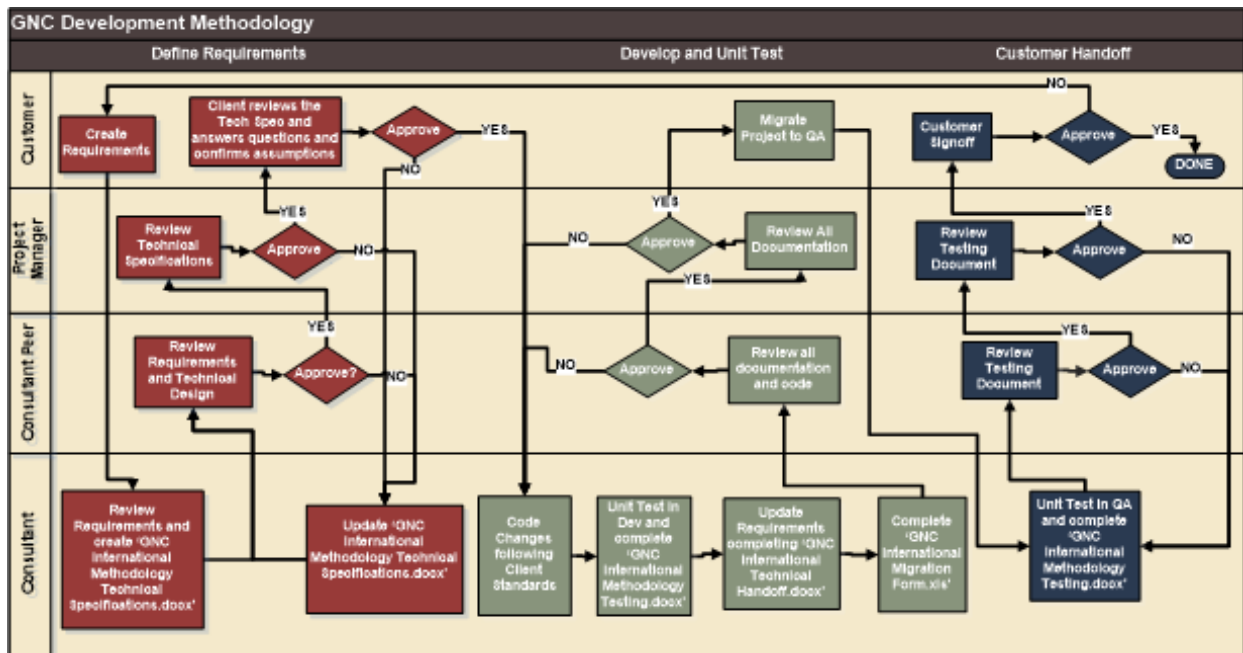
GNC's Development Methodology will be used for any new development defined during the Design Phase of the implementation. The GNC Development Methodology focuses on the key strategic and tactical areas that must be addressed to maximize the customer's return on investment while minimizing their business risk to ensure successful completion of a project. This methodology is comprised of activities logically grouped into three distinct stages to assure proper project management and control techniques during the life cycle of a project.

The goal of this methodology is to ensure the following:

- Quality Deliverables
- Consistent Documentation
- Consistent Testing

- Multiple Levels of Control to Ensure Results

GNC has developed a successful process that meets the above goals. This process has been refined over a number of years by incorporating our experiences of the best methods for system upgrade/implementation.



Configure Software

This is an extremely critical activity. The documents completed in the Design Phase are a key contributor to the configuration process. The Project Team will define the acceptance criteria, test plans, and test data required for the End-to-End Test to be conducted in the configure phase and the Operational Test to be conducted in the Deployment Phase.

Create/Update Test Plans and Test Scripts

The Project Team (both GNC and client team members) will define the testing plans, testing scenarios, and the scripts to be used to validate the results of the Construct Phase. Test plans should outline a complete set of testing scenarios to be used for all types of testing that was determined in the Testing Strategy.

Note: To ensure thorough testing, it is important that the test scenarios cover every type of processing, both normal and abnormal, that you may encounter in production use of the system.

Construct Phase Sign-off

The client will sign-off on the construct phase before the engagement proceeds to the Transition phase.

Deliverables

- Development of new Customizations
- Updated Customization Inventory
- Application Configuration Changes (if needed)
- Security Configuration Changes (if needed)

- Test Plan and Test Scripts
- Construct Phase Documentation / Sign Off

Transition Phase

The goal of the transition phase is to completely test the product as though the system were going live. This phase will identify any issues with the usability of the system. In this phase, the final steps for the move to production are completed.

The Transition Phase includes the test moves, execution of the test plans and test scripts, and training (if needed).

Execute Test Moves

GNC's typical implementation approach is to execute multiple test moves to a separate, non-development environment. By executing this move multiple times, the team will verify the migration procedures, tasks, timings, manual configurations needed, and User security. The final test move goal is complete the process is the defined production outage window. This final move is our mock go live.

Create Training Materials and Facilitate Training

GNC will be responsible for delivering a Train-the-Trainer approach which will empower the clients' Project Team members to train the End Users as needed. The client will be responsible for preparing all training materials ultimately to be provided to the End Users.

Training and Knowledge Transfer

Throughout the project, GNC and the client capture appropriate software content to be used for end user training. The client is responsible for the appropriate training methods that work for the client's end use and will work with GNC to construct the training materials accordingly.

The navigational training received by the client's project team during the Planning Phase, coupled with the knowledge transfer received throughout the project, should enable the client's project team to train the end users. The client's core team will then train the user community with the support of GNC. These classes should be conducted just prior to when the users test the system. It is important that the training is designed to train the users on the business process as a whole and not just the parts of the process done in the system.

GNC will customize training based on the client's needs and abilities and conduct knowledge transfer throughout the project cycle. Part of GNC's training methodology includes providing the client with multiple sources of documentation to include presentations, cheat sheets and online access to the software. The training method includes:

- Multiple meetings with system users.
- Onsite and remote training sessions.

GNC will provide various training materials that will be customized to the client's configuration. These training materials include documented configuration guides and user guides for each component implemented. GNC's training method is very fluid and client customized. We find that generic training guides do not work with all clients. GNC invests the time to understand the client's needs and creates a training program and training guides to meet these needs. The types of training materials include:

- PDF documents.
- PowerPoint Documents.
- Word Documents.
- Excel Tracking Documents.
- On-Site, Hands-on System Training Sessions.

Training is conducted weekly throughout the project cycle. GNC conducts train-the-trainer sessions onsite near the end of the project cycle.

GNC's onsite and remote training is very interactive and hands on. We can support any number of trainees. It is important for each user trained to have a laptop or desktop computer while the training is conducted. This allows the users to have access to the system and complete hands-on participation.

GNC's consultants have conducted thousands of hours training clients to use the implemented systems. With GNC, the consultant that implements and configures the system is the same that will conduct the User Training.

All custom training materials created for the client are transferred to the client during and at the end of the implementation. GNC's knowledge transfer and training is very transparent, and we recommend that the client retain all training materials as desktop guides for future use.

Deliverables

- Completion of all test moves
- Test Results for each type of testing
- Training Materials and Training (if needed)

Deploy Phase

The goal of the deployment phase is to successfully implement the new functionality in the Production environment, and provide any needed post go-live support.

Perform Operational Test

The Operational Test component of the Acceptance Testing Approach is executed after the final move to production and prior to releasing the application to the end users. It is used to confirm that the infrastructure is stable and to re-validate the configuration. Problems that arise will be logged and assigned to the appropriate project team member for resolution. The client should sign off on the Operational Test Plan prior to the 'go-live'.

Transition to Production

The client will begin to use the production system to support daily operations. GNC will continue to be engaged in post-production go live support as detailed in this response.

Assess the Project

The business operations, the systems, and the technical infrastructure will be assessed and documented by and communicated to the client. This will also be a project sign off step.

Executive Review

Project Managers from GNC and the client will jointly brief client executives on the deployment and conduct a post-deployment review of the engagement.

Deliverables

- Operational Test Sign-off
- Successful Go-Live
- Project Assessment

Post Go Live Phase

The purpose of our post go live activities is to ensure a smooth transition from the current to future systems, while enabling the client to effectively support the system at the commencement of the project. Our post go-live activities include:

- **Issue Resolution** - Despite the best of testing, there may be issues with how the system transacts the business/requirements, reports, performance or closing processes. We will follow our issue tracking process to work with the client to effectively address issues and resolve them as quickly as possible in a prioritized fashion.
- **Project Reporting / Status** - There will be significant communication on the status of items, timelines to complete/resolve, etc.
- **Closing** - Our post go-live support wants to ensure the customer can get through major events (different per module). Our post go live activities ensure these items are addressed.

Deliverables

- Issue Resolution Summary
- Project Wrap Document (including assurance of all final project documents)
- Final Project Status Documentation

Product Categories

GNC proposes to provide services to NCTCOG and Participating Entities in the following product categories:

- **Product Category #1:** Provide *ERP Consultancy Services to maintain/repair/modify existing TXShare Entity's or NCTCOG's ERP infrastructure* through a contract on the TXShare Cooperative Purchasing Program.
- **Product Category #3:** Provide *ERP Consultancy Services to implement or replace an ERP system for NCTCOG or TXShare Entities* through a contract on the TXShare Cooperative Purchasing Program.
- **Product Category #4:** Provide *Standalone Review and Documentation Services of TXShare Entity's current business processes, process flows, process integration, and identification of pain points prior to their ERP implementation* through a contract on the TXShare Cooperative Purchasing Program.
- **Product Category #5:** Provide *ERP Consultancy Services otherwise not anticipated in this RFP.*

Below we outline the service approaches that we will use for each Product Category.

Product Category #1

GNC provides a comprehensive approach to ensure a system operates efficiently, aligns with business needs, and continues to evolve with changing requirements. Our service structure is as follows:

1. Assessment & Diagnostics

- System Audit & Evaluation: Conduct a thorough review of the current ERP system. Identify performance bottlenecks, security vulnerabilities, and areas for improvement.
- Process Mapping: Evaluate current business processes and ensure they align with ERP functionalities. Identify any gaps or inefficiencies in process flow.
- User Feedback: Gather insights from key users to identify pain points, challenges, or areas where the system is underutilized.

2. ERP Maintenance

- System Updates & Patches: Regularly apply updates and patches to ensure the ERP is secure and up to date with the latest features.
- Performance Tuning: Optimize the ERP infrastructure for faster processing, enhanced user experience, and improved resource utilization.
- Database Optimization: Review database design and optimize queries, indexing, and data structure for faster access and reporting.
- Backup and Recovery Planning: Implement automated backup systems and verify the disaster recovery process to minimize data loss risks.

3. ERP Repair

- Bug Fixes & Troubleshooting: Identify and fix bugs, glitches, or system errors causing disruptions or inefficiencies.
- System Downtime Resolution: Address issues causing downtime, improve server uptime, and ensure high availability for the ERP.
- Custom Code Debugging: Review and fix any custom code, integrations, or third-party modules that may be causing issues.

4. ERP Modifications & Customization

- Business Process Reengineering: Modify the ERP to support new or modified business processes, including adding or removing workflows.
- Module Customization: Add or modify ERP modules to better fit the organization's evolving needs (e.g., finance, inventory, HR).
- Integration with New Tools/Systems: Integrate the ERP system with new software tools (e.g., CRM systems, data warehouses, eCommerce platforms) to ensure seamless data flow across the organization.
- Custom Reporting: Develop customized reporting capabilities to meet specific business intelligence needs.

5. Training & Change Management

- User Training: Provide training sessions for end-users to ensure effective utilization of new features, modules, or processes.
- Documentation: Update documentation to reflect changes or customizations made to the ERP system.
- Change Management Support: Assist with organizational change management to facilitate smooth transitions as new system enhancements or modifications are implemented.

6. Long-term Strategy & Optimization

- Scalability Planning: Advise on scaling the ERP system to accommodate growth in data volume, users, or geographic expansion.

- Future Proofing: Develop a roadmap for future upgrades, technology advancements (e.g., AI, automation), or a potential system migration (e.g., to the cloud).
- Cost-Benefit Analysis: Conduct regular cost-benefit analyses of ERP maintenance and enhancements to ensure continued ROI.

7. Security & Compliance

- Security Audits: Conduct regular security assessments to ensure the ERP infrastructure complies with industry standards and regulations (e.g., GDPR, HIPAA).
- Access Controls: Strengthen user access controls, encryption protocols, and data security measures.
- Compliance Updates: Ensure the system remains compliant with changing regulations by updating modules or processes.

8. Support & Continuous Improvement

- 24/7 Technical Support: Provide ongoing technical support, addressing issues promptly as they arise.
- Continuous Monitoring: Set up continuous monitoring to track system performance, identify potential risks, and ensure optimal operation.

Product Category #3

When GNC assists a client with the implementation or replacement of an ERP system, we guide the organization through the entire process, from project initiation to post-implementation support, to ensure a smooth transition and successful deployment. Below is a comprehensive breakdown of the steps that we take:

1. Initial Consultation & Project Scoping

- Stakeholder Alignment: Engage key stakeholders to define clear objectives for the ERP system, such as operational efficiencies, data integration, cost reduction, compliance, or improved reporting.
- Needs Assessment: Understand the business requirements by assessing existing processes, systems, and pain points to identify areas for improvement.
- Project Scope: Develop a detailed project scope document that outlines objectives, deliverables, budget, and timelines. Establish success criteria for the ERP implementation.
- Project Governance Structure: Define roles and responsibilities for the project team, including internal and external resources. Establish communication channels and a steering committee for oversight.

2. Business Process Mapping & Gap Analysis

- Current-State Assessment: Conduct a detailed analysis of current business processes, workflows, and systems to document existing inefficiencies and bottlenecks.
- Future-State Process Design: Work with stakeholders to design optimized, future-state business processes that will be enabled by the new ERP system.
- Gap Analysis: Identify gaps between the current processes and the capabilities of the new ERP system. Determine whether customizations are required, and if so, specify what changes are needed.
- Change Management Planning: Develop a change management strategy to address resistance to change, user adoption, and communication efforts.

3. System Configuration & Customization

- System Setup: Configure the ERP system based on the agreed-upon business processes and requirements. This includes setting up modules, user roles, workflows, and data structures.
- Customization: Where necessary, customize the ERP to meet specific business requirements that the standard solution does not address. This could involve coding new features, reports, or interfaces.
- Integration: Integrate the ERP system with existing software applications (e.g., CRM systems, HR systems, third-party tools) to ensure smooth data flow across all platforms.

- **Data Migration Strategy:** Develop and execute a data migration plan, including data cleansing, mapping, validation, and testing, to ensure accurate and complete data transfer from legacy systems.

4. System Testing & User Acceptance Testing (UAT)

- **Testing Strategy:** Develop a comprehensive testing plan that includes unit testing, integration testing, system testing, and User Acceptance Testing (UAT).
- **Test Execution:** Perform detailed testing to validate that the ERP system functions as intended and that all integrations, customizations, and data migrations are working properly.
- **UAT Support:** Facilitate UAT with end-users to ensure that the ERP system meets business needs and is ready for live use. Collect feedback and make any necessary adjustments or fixes.
- **Issue Resolution:** Address any issues or bugs discovered during testing and work with the vendor to resolve them before go-live.

5. Training & Knowledge Transfer

- **Training Needs Assessment:** Identify different user groups (e.g., executives, department heads, IT staff, end-users) and their training requirements.
- **Training Plan:** Develop a training strategy that includes end-user training, administrator training, and training for other key roles within the organization.
- **Training Delivery:** Deliver training sessions on system usage, process changes, and new workflows to ensure that employees are confident and proficient with the new ERP system.
- **Documentation:** Provide user manuals, FAQs, and system documentation to support ongoing learning and reference for all users.

6. Go-Live Preparation & Execution

- **Go-Live Strategy:** Develop a detailed go-live plan that includes final system checks, cutover planning, and post-go-live support.
- **System Cutover:** Ensure that all necessary system configurations, data migrations, and integrations are complete and verified. Transition from the legacy system to the new ERP system with minimal disruption.
- **Go-Live Support:** Provide on-site or remote support during the go-live phase to address any issues that may arise and to ensure smooth operations.
- **Communication Plan:** Ensure stakeholders are kept informed about the go-live process, timelines, and expectations. Communicate any changes to business processes.

7. Post-Implementation Support & Optimization

- **Post-Go-Live Support:** Offer post-implementation support for a specified period (e.g., 30, 60, 90 days) to resolve any issues and provide ongoing assistance to users.
- **System Performance Monitoring:** Monitor the system's performance and resolve any issues related to user experience, system performance, or functionality.
- **Continuous Improvement:** Work with the organization to identify opportunities for optimization, such as refining workflows, improving system integrations, or making minor adjustments to the system as the business evolves.
- **System Maintenance:** Help with planning long-term system maintenance, including patch management, upgrades, and performance monitoring to keep the system running efficiently over time.

8. Knowledge Transfer & Handover

- **Knowledge Transfer:** Ensure that the internal IT and business teams have the necessary knowledge to support and maintain the system independently after the consultancy engagement ends.
- **Project Handover:** Transfer the ownership of the ERP system to the internal team, including documentation, configuration details, and support contact information.
- **Ongoing Relationship:** Establish an ongoing relationship with the organization for future support, upgrades, or enhancements as the business grows and evolves.

9. Success Measurement & ROI Evaluation

- Post-Implementation Review: Conduct a post-implementation review to evaluate if the ERP system meets the business objectives and success criteria defined at the start.
- Key Performance Indicators (KPIs): Measure the success of the ERP system through KPIs such as user adoption rates, process efficiency improvements, financial savings, and data accuracy.
- Return on Investment (ROI) Analysis: Help the organization assess the ROI by comparing the costs of the ERP implementation with the tangible and intangible benefits, such as increased productivity, reduced manual work, and better decision-making.

Product Category #4

Conducting a Standalone Review and Documentation exercise prior to an ERP implementation is a critical preparatory step. This ensures that organizations have a clear understanding of their existing processes, challenges, and areas for improvement, setting the stage for a smoother and more successful ERP implementation. Below is a breakdown of our service offering:

1. Kickoff & Stakeholder Engagement

- Initial Stakeholder Meetings: Meet with key stakeholders, including executives, department heads, and end-users, to understand their goals, expectations, and pain points related to business processes.
- Define Objectives & Scope: Clearly define the objectives of the process review, including identifying areas of improvement, streamlining operations, and uncovering inefficiencies.
- Establish Communication Channels: Set up communication channels for collaboration and feedback during the review process, ensuring that all relevant departments are involved.

2. Business Process Mapping & Documentation

- Current-State Process Mapping: Gather data from across the organization to document existing processes and workflows. This involves conducting interviews, reviewing process documents, and observing day-to-day operations.
 - Process Mapping Tools: Use process mapping tools (e.g., BPMN, flowcharts, or Visio) to visualize current workflows.
 - Process Ownership: Identify process owners and key stakeholders for each business process.
- Document Process Flows: Capture detailed documentation for each key process, outlining:
 - Process steps
 - Inputs and outputs
 - Roles and responsibilities
 - Systems and tools involved
 - Process dependencies and interactions
- Data Flow & Information Transfer: Document how data flows between systems and departments, highlighting where manual data entry, duplication, or errors occur.

3. Process Integration Review

- Cross-Functional Dependencies: Examine how processes interact across departments or business units. Identify areas where process integration is lacking or could be improved.
- Data Integration Points: Review how data is exchanged between systems (e.g., CRM, finance, HR, inventory) and departments, identifying any manual interventions, data silos, or inefficiencies.
- System Interaction: Assess the integration between current software tools and their ability to share data and information seamlessly. Identify areas where integration could be automated or streamlined.

4. Pain Point Identification

- Process Bottlenecks: Identify bottlenecks, inefficiencies, or delays within the current processes that are hindering operational efficiency or causing user frustration.
- Manual Processes: Pinpoint areas where manual workarounds, spreadsheets, or disconnected systems are used, which could be streamlined or automated with an ERP system.
- Data Inaccuracies: Identify instances of inaccurate, inconsistent, or outdated data that might be affecting decision-making, reporting, or operations.
- Repetitive Tasks: Document repetitive tasks or redundant processes that could be automated, reducing operational costs and time.
- Compliance & Risk Issues: Highlight any processes that are not compliant with industry regulations or internal controls, which could be addressed by an ERP system.

5. Pain Point Analysis

- Root Cause Analysis: For each identified pain point, conduct a root cause analysis to understand why the issue exists (e.g., outdated tools, lack of process standardization, poor communication between teams).
- Impact Assessment: Evaluate the impact of each pain point on business operations, costs, user experience, and overall performance.
- Prioritization: Work with stakeholders to prioritize pain points based on their severity, impact, and alignment with organizational goals. This helps identify which areas should be addressed first during the ERP implementation.

6. Gap Analysis

- Current vs. Future State: Conduct a gap analysis comparing the current-state processes with the desired future-state processes (post-ERP implementation). Identify areas where the current systems or workflows fall short of meeting business goals.
- ERP System Requirements: Based on the process review and gap analysis, create a list of high-level requirements for the ERP system that can address the identified pain points.
- Customization vs. Standardization: Evaluate whether the pain points can be resolved through ERP customization or whether they can be addressed by improving standard processes offered by the ERP system.

7. Documentation Delivery

- Process Documentation Package: Provide a comprehensive process documentation package that includes:
 - Current-State Process Maps: Detailed visual diagrams of all current business processes.
 - Process Flow Descriptions: Narrative descriptions of each process step, its inputs, outputs, and responsible parties.
 - Pain Points and Root Causes: A documented list of identified pain points and their root causes.
 - Process Integration Review Findings: Documentation of integration challenges and opportunities for improvement.
 - Gap Analysis: A formal gap analysis report comparing current-state processes with desired future-state processes.
- Recommendations: Offer recommendations for process improvements, automation opportunities, and areas that could benefit from an ERP solution.

8. Presentation & Workshop for Stakeholders

- Review Workshop: Conduct a workshop with key stakeholders to present the findings of the review and discuss the identified pain points, process inefficiencies, and integration gaps.
- Interactive Feedback: Facilitate a discussion where stakeholders can provide feedback on the findings and prioritize the areas that require immediate attention or improvement.
- Strategic Recommendations: Provide strategic recommendations for how the ERP system can address the pain points and optimize the identified processes.

9. Next Steps & Roadmap

- **ERP Implementation Readiness:** Based on the reviewed processes and pain points, help the organization prepare for ERP implementation by outlining:
 - The key processes to focus on first during the ERP implementation.
 - Any immediate process optimizations that could be made even before the ERP system is deployed.
- **Process Improvement Roadmap:** Develop a roadmap that outlines how the identified processes will be improved, re-engineered, or automated in line with the ERP system's capabilities.
- **Actionable Recommendations:** Provide actionable recommendations for process owners to follow in preparing for ERP implementation, such as streamlining workflows, cleaning data, or eliminating manual processes.

Deliverables Summary

1. **Current-State Process Maps:** Visual diagrams representing existing business processes.
2. **Process Flow Documentation:** Written descriptions of the processes, including roles and responsibilities.
3. **Pain Point Report:** A detailed list of pain points, their root causes, and impacts.
4. **Gap Analysis Report:** A formal comparison between current and future state processes.
5. **Integration Review Findings:** Documentation of integration challenges and opportunities for improvement.
6. **Recommendations:** Suggestions for process improvement, including areas that would benefit from ERP automation or re-engineering.
7. **Roadmap for ERP Preparation:** A clear plan to address process issues before, during, and after ERP implementation.

Product Category #5: Provide *ERP Consultancy Services otherwise not anticipated in this RFP.*

GNC Consulting Ongoing Support Services Overview

GNC Consulting offers flexible ongoing support options that can be tailored to meet the evolving needs of a client. Our offerings are designed to provide the right level of support, whether it's for ad-hoc requests, predefined training, or more extensive managed services. We collaborate with clients to determine the best support structure based on specific requirements. Below are the key support models we offer:

Option	Details
As-Needed Support	This "pay-as-you-go" model does not require any pre-commitment and is ideal for occasional support needs. Support requests are handled on a transaction-by-transaction basis, providing flexibility.
Prepaid Hours Support	Prepaid hours provide a set number of support hours, billed monthly, to help address anticipated needs. This option offers flexibility in budgeting and response time while enabling prioritized support for critical tasks.
Managed Services	Long-term, comprehensive support with defined service levels and dedicated resources to ensure ongoing operational success. Managed Services can be customized to provide higher levels of responsiveness and proactive maintenance.

Support Options Overview

Details of Support Options

1. As-needed Support (Pay-as-you-go)

- Flexibility: No pre-payment or long-term commitment is required.
- Billing: Support is billed on an hourly basis as services are rendered.
- Response Time: GNC Consulting will respond to service requests with the best effort, but there is no fixed priority or commitment for specific response times.

2. Prepaid Hours Support

- Predictable Spend: A set number of hours are pre-paid each month, helping the client maintain budget flexibility.
- Response Time: Support will be provided based on a predetermined response time, ensuring timely assistance for routine requests.
- Priority: This plan helps define support priorities and ensures that time is allocated based on the needs of the client.

3. Managed Services

- Comprehensive Coverage: Designed for long-term, strategic support where the client needs more proactive and consistent service.
- Service Levels: Managed Services include defined service levels, ensuring that response times, resolution times, and availability are clearly outlined.
- Proactive Maintenance: This model may include regular check-ups, updates, and system monitoring to prevent issues before they arise.

Functional and Technical Support Services

GNC has been delivering functional and technical support services to customers for many years. The size and complexity of clients vary from several hundred employees to tens of thousands of employees with the specific services varying for each client.

Application Support services are a core offering that we provide to multiple clients. GNC has successfully delivered similar engagements for Public Sector entities such as Pittsburgh Regional Transit, City Utilities of Springfield, MO, Mecklenburg County, NC, Hyatt Corporation, Citadel Americas LLC, and numerous other clients.

GNC offers flexibility in how we provide ERP support services as part of an upgrade or implementation, or managed services agreement. This can be accomplished by engaging us through an expanded support plan, by contracted managed services, or on an ad hoc basis. Support can be structured under a statement of work for different types of support, with our offerings including:

- As-needed requests.
- Pre-defined training or support requests.
- Managed Services for longer-term support.

Our managed services support plans ensure responsive resolution of application issues through our expert functional and technical consultants. As your partner, we collaborate with your team to define support scope, establish timeframes, and allocate appropriate resources.

GNC's support services can vary in formality, level of effort and cost depending upon a client's goals and objectives.

Support services from GNC include the following:

Traditional Application Support

- Install Oracle approved patches and minor “upgrades, coordinate and track promotion from Dev, through Test and into Production.
- Maintain all middleware components.
- Maintain Oracle file systems and directories on the production and test servers.
- Maintain log files, print files, and work files associated with products on the production, nonproduction and disaster recovery servers.
- Work with the technology vendor’s support and delivery organization to troubleshoot and identify corrective actions.
- Install new instances of software or technology as required.
- Tune and troubleshoot database performance.
- Build, change and troubleshoot workflows, interfaces and integrations.

Production Support via Service Requests

- User support and “how-to” issue resolution.
- Conduct calls to discuss functional and technical challenges.
- Programming and custom technical development.
- First level application consulting.
- Integrated testing and user acceptance testing support.
- Staff Augmentation.
- Build Queries and reports.
- Provide Functional and Technical support.

Challenge Objectives

GNC has encountered clients experiencing challenges similar to those outlined in the Challenge Objectives, particularly from a business process and ERP standpoint. Drawing from our vast experience in these areas, we have developed targeted approaches to effectively resolve these issues. Below, we outline how we approach these challenges.

How can your firm assist in the maintenance and efficiency improvements of or the total replacement of a public-sector entity’s legacy Budget, Financial Management, Financial Reporting, Procurement, and other logistical systems?

GNC can assist by conducting a thorough assessment of the existing systems, identifying areas for improvement, and recommending solutions that enhance efficiency and performance. We offer expertise in modernizing legacy systems, streamlining processes, and integrating advanced technologies for improved budgeting, financial management, procurement, and reporting. Whether through system optimization, upgrades, or complete replacement, we ensure seamless transitions with minimal disruption and enhanced operational efficiency for the public-sector entity.

How can your firm reduce the sizable technology risk exposure resulting from software obsolescence, hardware/technical infrastructure obsolescence, and the increasing scarcity of technical resources?

We help to reduce technology risk exposure by proactively assessing current systems for obsolescence, recommending scalable and future-proof solutions, and prioritizing regular updates and upgrades. We help modernize both software and hardware infrastructures, ensuring compatibility with emerging technologies. Additionally, we focus on knowledge

transfer, training, and partnering with skilled resources to mitigate the impact of the growing scarcity of technical talent, while maintaining security and operational continuity.

How can your firm resolve much of the fragmentation of existing administrative systems environment, which hinders process efficiency due to dual data entry, system reconciliations, data-synchronization adjustments, reporting from fragmented data sources, etc.?

GNC resolves system fragmentation by integrating disparate administrative systems into a unified platform, eliminating the need for dual data entry and manual reconciliations. We implement automated data synchronization, streamline reporting processes, and ensure seamless data flow across all systems. This reduces errors, enhances efficiency, and provides a single, accurate source of truth for better decision-making and reporting.

How would your firm incorporate functionality that meets or exceeds Federal security standards (e.g., NIST, FedRAMP Moderate), and provide security functions such as role-based segregation of duties and configurable approval rules that significantly strengthen financial controls?

One approach to incorporating functionality that meets or exceeds the noted security standards is to fully assess and verify the capabilities of a cloud provider. Many of Oracle's cloud solutions adhere to the requirements of such well-recognized industry standards, including ISO, and FedRAMP. An organization must also take a long-term view of its security needs. Where will security needs be in five years? Can the security solution being considered grow and adjust to new or changing requirements? It is not ideal to be in a position to choose cloud providers again. As for role-based segregation of duties and configurable approval rules, GNC will work with a Participating Entity's security team and to achieve a system configuration that adheres to the rules defined by its enterprise security guidelines.

What recommended improvements for a system that would be fully integrated with the financial management, asset management, and inventory functions, thereby improving process efficiency and control would your firm suggest?

We recommend implementing an integrated Enterprise Resource Planning (ERP) system that seamlessly connects financial management, asset management, and inventory functions. This would enable real-time data sharing, automate workflows, and improve visibility across all functions. By using a unified system, organizations can reduce manual errors, optimize resource allocation, enhance control over assets and inventory, and improve financial reporting accuracy. Additionally, we suggest incorporating advanced analytics for better forecasting and decision-making.

What services can your firm provide for better tracking and management of the projects and assets?

From a project management perspective, utilize efficient practices in order for projects to be kept on schedule and budget while ensuring there is ongoing communication throughout the project teams. If needed, we can work with NCTCOG TXShare Participating Entities should there be a need for improved project management practices and processes.

From a solution perspective, if a NCTCOG TXShare Participating Entity needs improvement in tracking their internal projects and assets, GNC can collaborate with the entity to assess their current processes and systems. We will identify any gaps or inefficiencies, recommend improvements, and, if necessary, suggest new solutions or products to better meet their needs.

How can your firm achieve process standardization based on best practices through the implementation of a unified technology platform?

The approach to achieve process standardization is to implement a unified technology platform that aligns with industry best practices. We assess current workflows, identify inefficiencies, and then configure the platform to streamline and automate processes across departments. This ensures consistent, standardized procedures, reduces variability, and

enhances compliance. The platform's scalability and flexibility allow for continuous improvement, enabling long-term process optimization and operational efficiency.

What methods would you provide for the reduction of paper-based processes by leveraging electronic workflow, approval, document management, and retention capabilities where appropriate?

To reduce reliance on paper-based transactions, we would target better and more expansive utilization of the comprehensive suite of employee & manager self-service functionalities support by your ERP solution. All of today's solutions provide robust flexibility, integrated ability to attached documents, comprehensive workflow execution, and the ability to execute your business rules largely via system configuration (not customization). All of these facets can lead your organization to a modern, digital solution that can be executed using mobiles devices, tablets, laptop and desktop computers.

What methods could your firm provide for the capturing and production of consistent, expandable set of data?

We utilize centralized data management systems that standardize data entry, ensuring consistency across all sources. We implement automated data validation checks and robust data governance policies to maintain accuracy and reliability. By integrating scalable cloud-based platforms, we enable seamless data capture from multiple sources, ensuring it can be easily expanded and adapted to meet future needs. Additionally, we leverage advanced analytics tools to support real-time reporting and insights, helping organizations manage and grow their data efficiently.

How can your firm enable a more flexible solution to meet evolving business requirements (e.g., compliance with Governmental Accounting Standards Board [GASB] guidance) that is configurable by business users and does not require software developers to adjust/maintain system rules?

GNC enables flexible solutions by implementing configurable, user-friendly platforms that allow business users to easily adjust system rules without relying on software developers. We utilize low-code or no-code technologies that empower users to modify workflows, reporting criteria, and compliance settings, such as adherence to GASB guidance. This approach ensures that the system can adapt to evolving business requirements while reducing dependence on IT resources for ongoing maintenance and adjustments.

How would you provide for enhanced compliance with Section 508 of the Americans with Disabilities Act regarding accessibility?

In our experience, we have relied on the accessibility functionality delivered by your ERP provider directly. We have not implemented other solutions in this regard.

How would your firm conduct Business Process Reviews for Finance, Human Resources, Academic/Student Affairs, Procurement functionalities?

Conducting Business Process Reviews (BPR) for key functional areas such as Finance, Human Resources (HR), Academic/Student Affairs, and Procurement requires a structured approach to identify inefficiencies, streamline operations, and align processes with best practices. Our firm would employ a comprehensive methodology to assess the current state of these processes, identify gaps, and recommend improvements for greater efficiency and effectiveness. Here's how we would approach the BPR for each of these functional areas:

General Approach for All Areas:

1. **Data Collection & Analysis:** Throughout each BPR, we would collect data related to the current state of each process, including time spent on tasks, error rates, compliance challenges, and user satisfaction levels. This data is critical for identifying pain points and measuring potential improvements.
2. **Best Practice Benchmarking:** We would benchmark your processes against industry best practices to understand where your organization stands and what improvements can be made in terms of technology adoption, process efficiency, and compliance.
3. **Technology Integration:** As part of the review, we would evaluate how well existing systems and platforms (e.g., ERP, HRIS, SIS, procurement software) are integrated, ensuring that data flows seamlessly between systems and identifying opportunities for process automation.
4. **Change Management:** Implementing process changes often requires a robust change management strategy. Our firm would provide support to ensure that employees are properly trained and that there is buy-in from all levels of the organization before major process changes are implemented.
5. **Continuous Improvement:** After delivering the recommendations, we would provide strategies for continuous improvement, ensuring that processes are regularly reviewed and adjusted as needed to adapt to changing business needs, regulations, or technological advancements.

How can your firm provide efficiency enhancements to existing Time and Expense modules as desired?

We can enhance the efficiency of existing Time and Expense modules by automating data entry, streamlining approval workflows, and integrating the system with other financial and project management tools. We focus on improving user interfaces for ease of use, reducing manual input errors, and providing real-time tracking for better decision-making. Additionally, we can implement customizable reporting features and mobile access to improve flexibility and reduce administrative overhead.

Organizational Operation:

Additional consideration may be allocated upon the following:

1. Description of the Proposer's process for responding to an order for product.

When we receive requests for services, our Account Executive will communicate with the appropriate members of our team. The core elements of our approach to each type of project are the same: dedicate the right resources to complete the work and do it right. Give them the tools they need to be successful and provide appropriate oversight to ensure on-time delivery and quality. For us, the scope, the timeline, and the complexity are the key factors in determining how we will execute a project.

For a project, we will determine the level of effort, required resources, and estimated cost to complete the project. Once these pieces are agreed upon between GNC and the NCTCOG TXShare Participating Entity, we will assemble our project team. In the case of a staff augmentation engagement, we will ensure that we have complete understanding of the required experience and skills in order to determine the best resource for the role.

GNC will work with the NCTCOG TXShare Participating Entity to develop Work Plans that define the work schedules for both GNC and the NCTCOG TXShare Participating Entity's resources. This plan seeks to optimize resource utilization and will help ensure key project objectives are met. We will consider the NCTCOG TXShare Participating Entity's resource conflicts and work collaboratively to build a final plan. We will also take a realistic approach when scheduling key resources and be aware of the current business process in place and critical tasks.

2. Description of the Proposer's process for delivering orders to respective clients.

When we receive requests for services, our Account Executive will communicate with the appropriate members of our team. The core elements of our approach to each type of project are the same: dedicate the right resources to complete the work and do it right. Give them the tools they need to be successful and provide appropriate oversight to ensure on-time delivery and quality. For us, the scope, the timeline, and the complexity are the key factors in determining how we will execute a project.

For a project, we will determine the level of effort, required resources, and estimated cost to complete the project. Once these pieces are agreed upon between GNC and the NCTCOG TXShare Participating Entity, we will assemble our project team.

GNC will work with the NCTCOG TXShare Participating Entity to develop Work Plans that define the work schedules for both GNC and the NCTCOG TXShare Participating Entity's resources. This plan seeks to optimize resource utilization and will help ensure key project objectives are met. We will consider the NCTCOG TXShare Participating Entity's resource conflicts and work collaboratively to build a final plan. We will also take a realistic approach when scheduling key resources and be aware of the current business process in place and critical tasks.

3. Description of the Proposer's customer satisfaction services, to include any warranty and/or repair capabilities.

GNC's account executives are responsible for understanding the needs of the NCTCOG TXShare Participating Entities and addressing those needs to meet service-level agreements and financial requirements. They have extensive experience in the industry and will work with the NCTCOG TXShare Participating Entities and GNC teams to make certain that we have high quality resources assigned to deliver according to the requirements of each engagement. To ensure service continuity, our account executives, consulting management, and recruiting team are in continuous communication to address capacity and availability requirements. It is critical to the success of the Participating Entity that our team is accessible in order to understand the specific requirements of projects or staff augmentation roles and ensure that we fully address the needs.

For the program, Brian Burkett will be your account executive. Mr. Burkett has close to thirty years of experience within the ERP and IT software industries working with clients in the Public Sector and Private Sector.

All engagements are monitored closely by our consulting management team as well. These team members have 15 – 20 years of industry experience on average, have held project management and client management roles, and are in place as a quality assurance measure. They are accessible to the client for project guidance and assistance, or if issues arise related to the performance of GNC consultants assigned to the client. GNC's consulting management maintains open communication lines in order to be aware of consultant performance.

With each project, both GNC and the NCTCOG TXShare Participating Entity have responsibilities to ensure that an implemented solution/system operates as it is designed and free of issues. GNC utilizes the following core practices to execute and complete each project. We utilize additional practices within this core, however for the purpose of this response, we are providing the high-level list:

1. Gather requirements.
2. Obtain sign-off and confirmation of requirement from the NCTCOG TXShare Participating Entity.
3. Perform implementation of the solution/system or program.
4. Conduct testing of the solution/system with the NCTCOG TXShare Participating Entity; troubleshoot and resolve any issues.
5. Confirm that the solution/system is free of issues and obtain sign-off from the NCTCOG TXShare Participating Entity.

6. Move solution/system into production.
7. Provide Post Go-live Support and resolve additional issues if they occur.
8. Obtain final sign-off and confirmation from the NCTCOG TXShare Participating Entity that the solution/system is functioning free of errors.

Once the NCTCOG TXShare Participating Entity provides final sign-off, this is the indication that GNC has met its responsibilities and implemented the solution/system as expected. If the NCTCOG TXShare Participating Entity makes future changes to the implemented solution/system, or if software bugs occur, GNC is not in control of these occurrences therefore we are not responsible for issues that may result. If an error or issue occurs as a result of GNC's functional or technical activities, we will take the responsibility of resolving the error or issue.

For the purpose of the NCTCOG TXShare Program, GNC is willing to offer a ninety (90) day warranty on our services.

4. Description of the Proposer's invoicing process used by the Proposer.

All projects are set up in our timekeeping system (TESS) in which all consulting resources are required to enter their time on a weekly basis by client. Each client can have multiple jobs/engagements or projects and we build those into our time entry system and accounting software to mirror the Statement of Work and internal Project Sheet. Monthly invoices are generated in QuickBooks by populating the "job" time that has been entered into TESS and exported into QuickBooks. All invoices (receivables) are based on payment terms of Net 30 and we currently accept ACH and checks for customer payment. If requested, we can provide the time sheets to the client. Any discrepancies concerning the hours billed on an engagement/job/project will be discussed between the client and the GNC account executive and practice/consulting manager with support from the finance manager if needed.

5. Any assumptions made in responding to the requirements.

Below is a set of standard Engagement Assumptions that will apply for the services that GNC will deliver for NCTCOG TXShare Participating Entities and activities that will occur between our organizations:

- All tasks and activities assigned to GNC and the NCTCOG TXShare Participating Entity's resources will be completed in a satisfactory and timely manner to avoid negative impact to the project plan, schedule and cost.
- Specific activities require the input, review, or participation of the NCTCOG TXShare Participating Entity's staff. This typically includes (but is not limited to) requirements gathering, design, working sessions, and day-to-day engagement tasks. The quality and timing of GNC's deliverables are dependent upon the NCTCOG TXShare Participating Entity's interaction. Therefore, the NCTCOG TXShare Participating Entity will make reasonable time available and provide GNC's consultants reasonable and necessary access to key users and technical personnel within its organization for this purpose.
- The NCTCOG TXShare Participating Entity's will provide a suitable workspace at its site for each GNC consultant when onsite activities are performed. This should include a desk, chair, and telephone.
- GNC consultants will require necessary access to the NCTCOG TXShare Participating Entity's systems during projects whether they are working onsite or remote.
- GNC is not responsible for fixing bugs within any delivered software utilized by the NCTCOG TXShare Participating Entity. GNC will work with the NCTCOG TXShare Participating Entity to troubleshoot and resolve any software issues. GNC is not responsible for any project delays due to any bugs discovered within the software.

6. 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.

GNC does not take any exceptions to any part of this RFP.

7. Any special features or services the Proposer is proposing in response to the requirements that are included within the pricing provided.

GNC is not proposing any special features or services in addition to what we have already proposed.

PRICING

The required document is provided directly after this page.

EXHIBIT B
Service Questionnaire

Indicate the services you are able to provide:

SERVICE	YES	NO
Product Category #1	X	
Product Category #2		X
Product Category #3	X	
Product Category #4	X	
Product Category #5	X	

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 narrative for each Product Category must be addressed, but Respondents are encouraged to provide additional detail about their operation and capabilities.

Exhibit B Cont'd

Pricing Proposal (Firm/Organization)

Respondents are to provide a rate chart for the labor categories/ skill sets outlined below. All rates should be presented as fully loaded hourly rates. Include any other cost categories that should be considered within the “other” category. Attach extra sheets, as necessary. Respondents are encouraged to offer additional Public Sector Procurement Consulting functions and services as options for retainer under this solicitation.

Pricing Format Request Example		Procurement No.:	NCT 2025-017
Respondent Name:	GNC Consulting, Inc.		
Notes:	1. This pricing sheet is an EXAMPLE of how pricing should be submitted for RFP 2025-017 2. Please provide hourly rates for all staff that would be involved in ERP Consultancy related projects. 3. Use as many lines as needed. 4. Detail any additional information necessary. 5. Proposers are encouraged to offer additional ERP Consulting functions or services to be offered as a catalog option. Please provide any additional options with 'list less' or 'cost plus percentages for pricing. A copy of any catalog services your firm can provide should be included with this response. If no such catalog exists, state “rates as submitted.”		
Enterprise Resource Planning Consultancy - SHARE Cooperative Purchasing Program			
Item	Description	Offered Price	
1	Project Manager Consultant	*\$164 per hour	
2	Functional Lead Consultant	*\$159 per hour	
3	Technical Consultant	*\$154 per hour	
4	System Administrator Consultant	*\$149 per hour	
5			
6			
7			
8			
	*All billing rates are exclusive of out-of-pocket reimbursable expenses related to travel.		
Contractor shall provide additional Enterprise Resource Planning goods or services at cost plus:			%

HUB BONUS

GNC Consulting holds multiple business enterprise certifications with various Public Sector entities throughout the United States, which include the following:

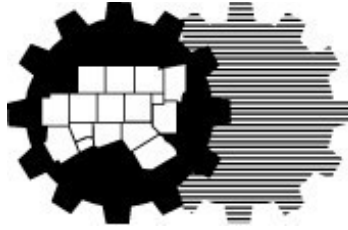
- Certified Disadvantage Business Enterprise (DBE) in the State of Texas; and
- Certified Minority Business Enterprise (MBE) in the State of Illinois; and
- Certified Veteran Owned Small Business (VOSB) firm with the Department of Veterans Affairs.

REQUIRED ATTACHMENTS

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 19 - Attachment I: Instructions for Proposals Compliance and Submittal
- ☒ Page 20 - Attachment II: Certification of Offeror
- ☒ Page 21 - Attachment III: Certification Regarding Debarment
- ☒ Page 22 - Attachment IV: Restrictions on Lobbying
- ☒ Page 24 - Attachment V: Drug-Free Workplace Certification
- ☒ Page 25 - 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 for Proposed Pricing
- ☒ Page 36 - Exhibit B: Sample Market Basket Form
- ☒ Page 38 – Exhibit C: Service Area Designation Forms
- ☒ 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.



**ADDENDUM TO THE
REQUEST FOR PROPOSALS
Enterprise Resource Planning (ERP) Consultancy Services**

ADDENDUM NO. 1

DATE ISSUED: January 24, 2025

**REQUEST FOR PROPOSALS NUMBER: NCT-2025-017
ORIGINAL RFP SUBMISSION DATE: February 5, 2025
REVISED RFP SUBMISSION DATE: February 26, 2025**

RFP NCT-2025-017, dated January 6, 2025, is hereby amended to incorporate in full text the following provisions:

Cover Page

Proposal Submittal Deadline

The solicitation response deadline is now Wednesday, February 26, 2025.

Section 3.3 Typographical Error

The deadline for questions for this project is Friday, January 24, 2025.

Section 3.4 Solicitation Schedule

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	January 6, 2025	
Pre-Proposal Conference	None	
Inquiry Period Ends	January 24, 2025	5:00 PM CT
Proposal Due Date	February 26, 2025	2:00 PM CT
Executive Board Meeting	April, 2025	
Anticipated Start Date	April, 2025	

Section 3.5

Proposal Submission

Date of proposal updated to reflect February 26, 2025. All other information remains the same.

Section 3.6 Public Opening

3.6 PUBLIC OPENING

The public opening for this RFP will be conducted at approximately 2:05 PM CT on Wednesday, February 26, 2025. 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 5.0

Page 12

Product Category information is hereby modified and replaced with:

Product Category #1: Provide *ERP Consultancy Services to maintain/repair/modify existing TXShare Entity's or NCTCOG's ERP infrastructure* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #2: Provide *ERP Consultancy Services to assist NCTCOG or TXShare Entity's research and preparation for ERP implementation* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #3: Provide *ERP Consultancy Services to implement or replace an ERP system for NCTCOG or TXShare Entities* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #4: Provide *Standalone Review and Documentation Services for NCTCOG or TXShare Entity's current business processes, process flows, process integration, and identification of pain points prior to their ERP implementation* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #5: Provide *ERP system upgrades and/or migrations from on-premises to cloud solutions, and vice versa* for the NCTCOG or TXShare Entities through a contract on the TXShare Cooperative Purchasing Program.

Product Category #6: Provide *ERP Consultancy Services otherwise not anticipated in this RFP.*

Exhibit A
Page 34

Exhibit A is replaced in its entirety with the following page:

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 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!

Product Category #1: Provide *ERP Consultancy Services to maintain/repair/modify existing TXShare Entity's or NCTCOG's ERP infrastructure* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #2: Provide *ERP Consultancy Services to assist NCTCOG or TXShare Entity's research and preparation for ERP implementation* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #3: Provide *ERP Consultancy Services to implement or replace an ERP system for NCTCOG or TXShare Entities* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #4: Provide *Standalone Review and Documentation Services for NCTCOG or TXShare Entity's current business processes, process flows, process integration, and identification of pain points prior to their ERP implementation* through a contract on the TXShare Cooperative Purchasing Program.

Product Category #5: Provide *ERP system upgrades and/or migrations from on-premises to cloud solutions, and vice versa* for the NCTCOG or TXShare Entities through a contract on the TXShare Cooperative Purchasing Program.

Product Category #6: Provide *ERP Consultancy Services otherwise not anticipated in this RFP.*

Challenge Objectives

The following list of project deliverables are anticipated by TXShare Entities leveraging a contract resultant of this RFP.

In addition to the narratives desired regarding your firm's capability to provide Product Categories 1-6, and the Primary Components/Other Features of an ERP, Respondents are invited to propose solutions that address the following operational challenges, including but not limited to:

- How can your firm assist in the maintenance and efficiency improvements of or the total replacement of a public-sector entity's legacy Budget, Financial Management, Financial Reporting, Procurement, and other logistical systems?
- How can your firm reduce the sizable technology risk exposure resulting from software obsolescence, hardware/technical infrastructure obsolescence, and the increasing scarcity of technical resources?

- How can your firm resolve much of the fragmentation of existing administrative systems environment, which hinders process efficiency due to dual data entry, system reconciliations, data-synchronization adjustments, reporting from fragmented data sources, etc.?
- How would your firm incorporate functionality that meets or exceeds Federal security standards (e.g., NIST, FedRAMP Moderate), and provide security functions such as role-based segregation of duties and configurable approval rules that significantly strengthen financial controls?
- What recommend improvements for a system that would be fully integrated with the financial management, asset management, and inventory functions, thereby improving process efficiency and control would your firm suggest?
- What services can your firm provide for better tracking and management of the projects and assets?
- How can your firm achieve process standardization based on best practices through the implementation of a unified technology platform?
- What methods would you provide for the reduction of paper-based processes by leveraging electronic workflow, approval, document management, and retention capabilities where appropriate;
- What methods could your firm provide for the capturing and production of consistent, expandable set of data;
- How can your firm enable a more flexible solution to meet evolving business requirements (e.g., compliance with Governmental Accounting Standards Board [GASB] guidance) that is configurable by business users and does not require software developers to adjust/maintain system rules; and
- How would you provide for enhanced compliance with Section 508 of the Americans with Disabilities Act regarding accessibility.
- How would your firm conduct Business Process Reviews for Finance, Human Resources, Academic/Student Affairs, Procurement functionalities?
- How can your firm provide efficiency enhancements to existing Time and Expense modules as desired?
- How does your firm review and make recommendations for transitioning to or from cloud-based systems to on-premises based systems?

Exhibit B
Page 36

Exhibit B is replaced in its entirety with the following page. No change to Exhibit B Cont'd.

EXHIBIT B
Service Questionnaire

Indicate the services you are able to provide:

SERVICE	YES	NO
Product Category #1		
Product Category #2		
Product Category #3		
Product Category #4		
Product Category #5		
Product Category #6		

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 narrative for each Product Category must be addressed, but Respondents are encouraged to provide additional detail about their operation and capabilities.

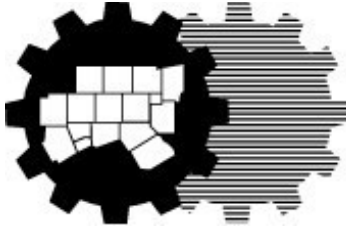
Craig Johnson
Chief Procurement Officer

Proposers: Please acknowledge and return a copy of this Addendum with your proposal.

COMPANY NAME: GNC Consulting, Inc.

SIGNATURE: Gary P. Cooper

NOTE: Company name and signature must be the same as on the RFP documents.



**ADDENDUM TO THE
REQUEST FOR PROPOSALS
Enterprise Resource Planning (ERP) Consultancy Services**

ADDENDUM NO. 2

DATE ISSUED: February 7, 2025

**REQUEST FOR PROPOSALS NUMBER: NCT-2025-017
ORIGINAL RFP SUBMISSION DATE: February 5, 2025
REVISED RFP SUBMISSION DATE: February 26, 2025**

RFP NCT-2025-017, dated January 6, 2025, is hereby amended to incorporate in full text the following provisions:

Questions and Answers

Question #1

What ERP applications or products are potentially in scope for this contract? Specifically:

- Which on-premises applications are potentially in scope?
- Which Software-as-a-Service (SaaS) applications are potentially in scope?

Answers

Theoretically, the answer is "all of them."

Unlike traditional procurements, the intent of this contract is retain qualified vendors for ERP Consultancy Services that can then be used as-needed by *any* public sector entity that needs such services without their having to perform a subsequent RFP of their own.

While the NCTCOG will consume from this contract as well, the idea of using rate card pricing is to allow Contractors to curate proposals leveraging the Master Agreement that will result from this RFP for any public sector customer they desire to engage with during the life of the Master Agreement.

The hourly rate card allows a Contractor to scale services to any project, regardless of where in the United States they are providing them.

As a result, each subsequent engagement that Contractors will perform with TxShare Participating Entities will itself be unique.

Question #2

Do services have to be performed using only onshore resources or can offshore resources be utilized to deliver services?

Answers

Respondents should identify all services that are provided by offshore resources in their responses.

Question #3

Good morning. Would it be possible to extend the submission date. As an Oracle sales and implementation partner, we are also responding to your RFPs 2025-018 and 2025-023, thus we need additional time. Kind thanks, Kerry.

Answers

Project has been extended for 3 weeks.

Question #4

Does a Vendor/Respondent need to submit at least four (4) references for each of the product categories it chooses to respond to in the proposal? Or a vendor can submit at least four (4) references overall irrespective of product categories?

Answers

The intent is for four references overall.

Question #5

If a Vendor/Respondent chooses to include subcontractors in the response, can it include the subcontractor's project/client references as part of the overall response? Can subcontractor's project references be counted as part of the required number of references?

Answers

References should be for the Responding firm.

Question #6

Is the rate card for the pricing proposal applicable for the entire contract duration i.e, initial period of 2 years followed by optional annual renewals (up to three years)? Can the rates be modified during annual renewals and/or on case-on-case basis?

Answers

TxShare contracts utilizing rate-cards for services anticipate that the fees are static during the initial term.

Recognizing inflationary impacts and market overhead, awarded contractors may propose fee modifications (either increase or decreases) at each of the renewal option years following the initial term.

Such forecasting information should not be included in the original RFP response.

Question #7

Can the Cost proposal be included in the main Proposal or we need to submit it as a separate attachment?

Answers

Respondents may submit a single document or may submit multiple documents (individual Tabs, cost proposal, etc.)

The cost proposal is extracted by the NCTCOG procurement group regardless before being passed to the Evaluation Committee.

Question #8

Is the Vendor Response to this RFP required to be uploaded as a single PDF file or multiple files can be uploaded?

Answers

Please see answer to question number 7.

Question #9

Do we need to complete Exhibit A and upload it as an attachment to the proposal or we can include our response to Exhibit A as part of the "Technical Proposal" section?

Answers

Exhibit A is simply the comprehensive collection of the desired product categories (deliverables) as well as the solicitation challenge questions.

Respondents may elect to provide responses to this section by either addressing it directly as an individual document, or within their technical proposal response.

If they elect the latter, Respondents should include reference to the challenge question they're addressing in their proposals.

Question #10

In Section 5.0 Scope of Work, the list of "Other Features" includes "Sales", "Order" and "Management" as three separate bullets. We understand that this is a single feature "Sales Order Management". Please confirm.

Similarly, for "E-commerce Market Management". Currently "E-Commerce" and "Market Management" are two separate bullets. Please confirm.

Answers

The product categories and desired features are presented in such a way to organize them into desired services, while potentially using redundant language to ensure no loss of capability in regards to the final product's capability.

Should your firm bundle features such as these under a singular module, please denote in your response what each module does and how it addresses the desired need.

Question #11

As there are multiple categories for a vendor to respond, can we request a 2-week extension to the proposal submission deadline?

Answers

Project has been extended for 3 weeks.

Question #12

Do we need to include the completed "Attachment Checklist" as part of the attachments while uploading our proposal?

Answers

The attachment checklist (page 18 of the solicitation) is for your own reference to ensure you've provided a signed copy of each attachment. The checklist itself is not a required item of your RFP response, but please be sure to include signed copies of the attestations themselves.

Question #13

Can we submit an RFP response as a prime as well as be a subcontractor to another firm who submits an RFP response as the prime?

Answers

Yes

Question #14

Will NCTCoG provide more details on expectations under Product Category #3, for example, is the intention for the vendors to propose ERP system solutions or to provide consulting support to a NCTCoG member agency who is implementing/replacing a system with a third-party software provider?

Answers

It is for consultancy services relating to an Entity that is looking to implement their very first ERP system, or to transition to another ERP system.

There will be a forthcoming RFP for ERP solutions themselves. This project is geared for consultancy services used in conjunction with existing ERPs to increase their efficiencies, planning for the initial adoption of ERP, or for any other consultancy related need.

For clarification - another RFP soon to be published by NCTCOG will be for ERP Systems/solutions themselves. That is not the intended purpose of this project (2025-025).

Question #15

Please confirm if the Product Category #1 Provide ERP Consultancy Services to maintain/repair/modify existing TXShare Entity's or NCTCOG's ERP infrastructure through a contract on the TXShare Cooperative Purchasing Program - means providing maintenance / managed services for the deployed ERP application or the IT infrastructure that hosts the ERP application.

Answers

This could be either/or.

The language is intentionally open to allow for the greatest amount of services to fall within each Product Category. The intent is to ensure that Contractors are able to provide services for any potential need that may arise from a TxShare Entity that fall within the parameters of each Product Category.

As multiple entities will consume services off of this contract, we do not desire to artificially limit the services that can be available to them.

This is an enormous value to both the Contractor and their potential clientele.

Question #16

Reference: Attachment IX (HUB, Minority or Women-Owned or Disadvantaged Business Enterprise).

Question: Would NCTCOG recognize MBE certification from either South Central Texas Regional Certification Agency or the National Minority Supplier Development Council?

Answers

Yes, certifications will be accepted as long as they are within valid date periods (if applicable)

Question #17

To provide a comprehensive response across all requested categories, can vendors please have a two-week extension for RFP submittals?

Answers

Project has been extended for 3 weeks.

Question #18

Could NCTCOG provide a copy of CG 20 10-additional insured? Or otherwise provide its additional insured requirements?

Answers

NCTCOG will not be the only consumer off of this contract, and is not considered to be the primary customer.

Any TxShare Participating Entity that has a desire to utilize this cooperative contract will have access to it, therefore it is not prudent to provide only the NCTCOG's insurance requirements.

Contractors will enter into subsequent contracts with each client leveraging the Master Agreement that will be awarded from this RFP. Specific insurance needs will be addressed with each client.

Question #19

Does NCTCOG anticipate the selected firm will hold the fully loaded hourly rates for the 24-month term of the contract?

Answers

Please refer to the answer of Question #6.

Question #20

Is NCTCOG open to negotiating the fully loaded hourly rates per year?

Answers

Please refer to the answer of Question #6.

Craig Johnson
Chief Procurement Officer

Proposers: Please acknowledge and return a copy of this Addendum with your proposal.

COMPANY NAME: GNC Consulting, Inc.

SIGNATURE: Gary P. Cooper

NOTE: Company name and signature must be the same as on the RFP documents.

EXHIBIT C

RFP 2025-017	Texas Service Area Designation or Identification		
Proposer Name:	GNC Consulting, Inc.		
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	
	Yes		
	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 2025-017	Nationwide Service Area Designation or Identification Form						
Proposer Name:	GNC Consulting,						
Notes:	Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States. <table border="1"> <tr> <td>Will service all Fifty (50) States</td> <td>Will not service Fifty (50) States</td> </tr> <tr> <td>Yes</td> <td></td> </tr> </table> 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. 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.			Will service all Fifty (50) States	Will not service Fifty (50) States	Yes	
Will service all Fifty (50) States	Will not service Fifty (50) States						
Yes							
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		

**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.

Compliance with the NCTCOG Standard Terms and Conditions

By signing its submission, Offeror acknowledges that it has read, understands and agrees to comply with the NCTCOG standard terms and conditions.

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 must 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 2.2 - General Terms and Conditions.

Name of Organization/Contractor(s):

GNC Consulting, Inc.

Signature of Authorized Representative:

Gary P. Cooper

Date: 2/5/2025

**ATTACHMENT II:
CERTIFICATIONS OF OFFEROR**

I 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. I certify that no employee, board member, or agent of the North Central Texas Council of Governments has assisted in the preparation of this proposal. I acknowledge that I have read and understand the requirements and provisions of the 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.

I also certify that I have read and understood all sections of this solicitation and will comply with all the terms and conditions as stated; and furthermore that I, Garry P. Cooper (typed or printed name) certify that I am the President (title) of the corporation, partnership, or sole proprietorship, or other eligible entity named as offeror and respondent herein and 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.

Name of Organization/Contractor(s):

GNC Consulting, Inc.

Signature of Authorized Representative:

Garry P. Cooper

Date: 2/5/2025

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):

GNC Consulting, Inc.

Signature of Authorized Representative:

Gary P. Cooper

Date: 2/5/2025

**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 of 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):

GNC Consulting, Inc.

Signature of Authorized Representative:

Gary P. Cooper

Date: 2/5/2025

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

The GNC Consulting, Inc. (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 GNC Consulting, Inc. (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):

GNC Consulting, Inc.

Signature of Authorized Representative:

Gary P. Cooper

Date: 2/5/2025

**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):

GNC Consulting, Inc.

Signature of Authorized Representative:

Gary P. Cooper

Date: 2/5/2025

**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):

GNC Consulting, Inc.

Signature of Authorized Representative:

Gary P. Cooper

Date: 2/5/2025

**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.

Garry P. Cooper, President

(Printed/Typed Name and Title of Authorized Representative)

Garry P. Cooper

Signature

Date: 2/5/2025

**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:

Garry P. Cooper
Authorized Signature

Garry P. Cooper 2/5/2025
Typed Name Date

Subscribed and sworn to before me this 5th day of February (month), 2025 in

Frankfort (city), WILL (county), ILLINOIS (state).

Kristen O'Brien

SEAL



Notary Public in and for WILL (County),
State of ILLINOIS Commission expires: 4/18/2026



125 E 11th St | Austin, Texas 78701
(512)416-4705
txdot.gov

2/19/2025

Garry Cooper
President
GNC Consulting, Inc.
21195 S Lagrange Rd.
Frankfort, IL 60423

Re: Disadvantaged Business Enterprise (DBE) Annual DOE Certification - Approved

Dear Mr. Garry Cooper

Upon review of the DOE and supporting documentation, TxDOT has determined that GNC Consulting, Inc. continues to meet the eligibility requirements of the federal DBE program.

DBE certifications do not expire; however, to remain certified, you must submit the DOE on or before your next certification anniversary date. The Diversity Management System (DMS) will send a courtesy reminder in advance of the DOE due date.

Firms listed in the Texas Unified Certification Program (TUCP) directory located at <https://txdot.txdotcms.com> are currently certified DBE. TxDOT encourages you to utilize the TUCP directory as a marketing tool. In that respect, you should periodically verify your firm's certification description and North American Industry Classification System (NAICS) code(s) closely describe the goods or services your firm provides.

Should your firm be awarded an opportunity to participate in a federally funded project, your firm must perform a commercially useful function (CUF). A DBE performs CUF when it is responsible for the execution of the work of the contract and is carrying out its responsibilities by actually performing, managing, and supervising the work involved. To perform a CUF, the DBE must also be responsible, with respect to materials and supplies used on the contract, for negotiating price, determining quality and quantity, ordering the material, installing (where applicable), and paying for the material itself.

For information on TxDOT's contracting and procurement opportunities visit
<https://www.txdot.gov>.

Sincerely,

A handwritten signature in blue ink, appearing to read "MD Bryant", with a stylized flourish at the end.

Michael D. Bryant
Director
Civil Rights Division

Cc: Christina Calvo, Compliance Analyst II



Illinois Commission on Equity and Inclusion

Nina Harris, Chairperson

Alexandria Wilson, Acting Executive Director

115 South LaSalle Street, Suite 4N, Chicago, IL 60603

05/23/2019

GNC Consulting, Inc.

21195 S. LaGrange Road

Frankfort, Illinois, 60423

Re: Business Enterprise Program Certification

Dear Garry P. Cooper,

Congratulations! After reviewing your information, we are pleased to inform you that your firm has been granted certification under the Business Enterprise Program for minorities, women, and persons with disabilities (BEP). The Commission on Equity and Inclusion (CEI) was created to maximize supplier diversity, equity, and inclusion by ensuring access to contracting opportunities. CEI develops procedures and initiatives that make procurement processes inclusive, fair, and equitable while providing support, education, and mentorship.

Certification Type: Minority Business Enterprise

Certification Date: 05/23/2019

Certification Expiration Date: 05/23/2026

Certification Renewal Date: 05/23/2025

CEI will email you 90 days before your certification anniversary date to remind you to complete your annual No Change Affidavit (NCA) to maintain continued certification. You are responsible for ensuring that the contact email address in the system is accurate and up to date and that the email account is checked regularly so you do not miss any important notifications.

Certified firms are encouraged to notify CEI's BEP certification unit within two weeks if any of the following changes occur:

- Ownership changes.
- Changes in control.
- Changes in the host agency's certification status.

Please review the following list carefully to ensure all relevant NIGP codes are included. Your firm's name will only appear in CEI's certified vendor directory as a BEP-certified vendor in the specialty area(s) of:

208 - 10 - Accounting/Financial: Bookkeeping, Billing and Invoicing, Budgeting, Payroll, Taxes, etc.,

Microcomputer, 208 - 32 - Customer Relationship Management Software (CRM), Microcomputer, 208 - 36 - Data Processing Software, Microcomputer, 208 - 51 - Human Resources Software, Microcomputer, 208 - 80 - Software, Microcomputer (Not Otherwise Classified), 918 - 75 - Management Consulting

Four Chief Procurement Officers (CPOs) exercise the State of Illinois procurement authority. Each CPO has a separate bulletin that publishes the State's solicitations and bidding opportunities for each portfolio. CEI strongly recommends that all State-certified vendors register with each procurement bulletin to ensure notification of all relevant prime and subcontractor bidding opportunities.

CPO Procurement Websites

The Chief Procurement Officer of General Services (CPO-GS) oversees the purchases of goods and services for roughly 65 State agencies, boards, and commissions. Learn more about CPO-GS at <https://cpo-general.illinois.gov/>.

The Chief Procurement Officer of Higher Education (CPO-HE) oversees purchasing by State universities. Learn more about CPO-HE at <https://cpo-highered.illinois.gov/>

The Chief Procurement Officer of the Capital Development Board (CPO-CDB) oversees vertical construction and construction-related services purchases. Learn more about CPO-CDB at <https://cpo-cdb.illinois.gov/>.

The Chief Procurement Officer of the Illinois Department of Transportation (CPO-IDOT) oversees horizontal construction and construction-related services purchases. Learn more about CPO-IDOT at <https://cpo-dot.illinois.gov/>.

CEI welcomes your participation in BEP and wishes you continued success. If you have any questions or comments, please email CEI.BEP.Certification@Illinois.gov or call (312) 814-4190.

Sincerely,



Carlos Gutierrez
Certification Manager

-

August 28, 2024

Mr. Garry Cooper
GNC Consulting, Inc
21195 S. LaGrange Rd
Frankfort, IL 60423

Dear Mr. Cooper:

Pace has reviewed your Declaration of Eligibility and supporting documentation and is pleased to inform you that your firm continues to meet the Disadvantaged Business Enterprise (DBE) program certification eligibility standards set forth in 49 CFR Part 26. Your next Declaration of Eligibility is due **September 22, 2025**. A notification will be sent to you sixty (60) days prior to this date.

This certification allows your firm to participate as a DBE in the Illinois Unified Certification Program (IL UCP). The participating agencies include the Illinois Department of Transportation, the City of Chicago, the Chicago Transit Authority, Metra and Pace.

If there is any change in your certification that affects your ability to meet size standards, disadvantaged status, ownership, or control requirements or any material change in the information provided in your initial application, you must provide written notification, including a duly executed Declaration of Eligibility with the notice, to this agency within thirty (30) days of the occurrence of the change. Failure to provide this information is a ground for removal of certification based on failure to cooperate pursuant to 49 CFR 26.109(c).

Your firm's name will appear in the IL UCP Directory, which is used by prime contractors/consults, as well as other agencies, to solicit participation of DBE firms. The directory can be accessed at <https://pace.diversitycompliance.com/>. Your firm's name will appear in the Directory under the commodity codes and specialties listed on the following page.

Your participation on contracts will only be credited toward DBE contract goals when your firm performs in a Commercially Useful Function (CUF) in its approved area(s) of specialty.

Sincerely,

Chi Kwan Tang
Diversity Programs

Disadvantaged Business Enterprise (DBE) Certification

August 28, 2024
GNC Consulting, Inc
21195 S. LaGrange Rd
Frankfort, IL 60423

Your firm's name will appear in the IL UCP DBE Directory, which is used by prime contractors/consultants, as well as other agencies, to solicit participation of DBE firms. The directory can be accessed at <https://pace.diversitycompliance.com/>. Your firm's name will appear in the Directory under the following commodity codes and specialties:

Commodity Codes:

NAICS 518210: Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services
NAICS 541511: Custom Computer Programming Services
NAICS 541513: Computer Facilities Management Services
NAICS 541519: Other Computer Related Services
NAICS 561320: Temporary Help Services

In the following Specialties:

NAICS 518210: Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services (Specialty - Data processing, hosting, and related services); NAICS 541511: Custom Computer Programming Services; NAICS 541513: Computer Facilities Management Services; NAICS 541519: Other Computer Related Services; NAICS 561320: Temporary Help Services



**DEPARTMENT OF VETERANS AFFAIRS
Center for Verification and Evaluation
Washington DC 20420**

2/2/2022
In Reply Refer To: **00VE**

Mr. Garry P. Cooper
GNC Consulting, Inc.
DUNS: 962805081
21195 S. LaGrange Road
Frankfort, IL 60423

Dear Mr. Cooper:

On behalf of the U.S. Department of Veterans Affairs (VA), Center for Verification and Evaluation (CVE), I am writing to inform you that your application for reverification has been approved. GNC Consulting, Inc. will remain eligible to participate in Veterans First Contracting Program opportunities with VA as a verified Veteran-Owned Small Business (VOSB).

This verification is valid for three (3) years from the date of this letter.

Please retain a copy of this letter to confirm GNC Consulting, Inc.'s continued program eligibility in accordance with 38 Code of Federal Regulation (CFR) § 74.12. You may reapply 120 days prior to your new expiration date by logging into <https://www.vetbiz.va.gov/>.

To promote GNC Consulting, Inc.'s verified status, you may use the following link to download the logo for use on your marketing materials and business cards: https://www.va.gov/OSDBU/docs/cve_completed_v.jpg. In addition, please access the following link for information on next steps and opportunities for verified businesses: <http://www.va.gov/osdbu/verification/whatsNext.asp>.

While CVE has confirmed that GNC Consulting, Inc. is presently, as of the issuance of this notice, in compliance with the regulation, GNC Consulting, Inc. must inform CVE of any changes or other circumstances that would adversely affect its eligibility. Eligibility changes not reported to CVE within 30 days could result in a referral to the Office of Inspector General (OIG), a referral to the Debarment and Suspension Committee, and the initiation of cancellation proceedings—all of which could result in GNC Consulting, Inc. being removed from the VIP Verification Program.

Please be advised all verified businesses may be required to participate in one or more post-verification audits at CVE's discretion. Additionally, this letter and other

*"World Class Professionals
Enabling Veteran Business Opportunities by Protecting the Veteran Advantage - One Vet at a Time"*

information pertaining to GNC Consulting, Inc.'s verification application may be subject to Freedom of Information Act (FOIA) requests. However, FOIA disclosures include exceptions regarding the personal privacy of individuals, and VA policy similarly provides limitations on the release of individuals records.

If GNC Consulting, Inc. receives a negative size determination from the U.S. Small Business Administration (SBA), CVE must act in accordance with 38 CFR § 74.2(e). Also note, if at any time GNC Consulting, Inc. discovers that it fails to meet the size standards for any NAICS Code(s) listed on its VIP profile, CVE requires such NAICS Code(s) be removed within five (5) business days. If these NAICS Codes are not removed within the allotted five (5) business days, CVE may request SBA conduct a formal size determination. In addition, CVE may initiate a referral to OIG, a referral to the Debarment and Suspension Committee and pursue cancellation proceedings. All of the aforementioned referrals and procedures could result in GNC Consulting, Inc. being removed from the VIP Verification Program.

Thank you for your service to our country and for continuing to serve America through small business ownership.

Sincerely,

A handwritten signature in black ink that reads "John Perkins". The signature is written in a cursive, flowing style.

John Perkins
Director
Center for Verification and Evaluation

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:

Garry P. Cooper

NAME OF AUTHORIZED PERSON:

Garry P. Cooper

NAME OF COMPANY:

GNC Consulting, Inc.

DATE:

2/5/2025

-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: Garry P. Cooper

NAME OF AUTHORIZED PERSON: Garry P. Cooper

NAME OF COMPANY: GNC Consulting, Inc.

DATE: 2/5/2025

-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:

Garry P. Cooper

NAME OF AUTHORIZED PERSON:

Garry P. Cooper

NAME OF COMPANY:

GNC Consulting, Inc.

DATE:

2/5/2025

-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:

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

GNC Consulting, Inc.

2 ☐ Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

☐ Yes

☒ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

☐ Yes

☒ No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7 Gary P. Cooper
Signature of vendor doing business with the governmental entity

2/5/2025
Date