



**REQUEST FOR PROPOSALS**  
**For**  
**Career Pathways Platform (Web Based Education)**  
**RFP # 2020-079**

Sealed proposals will be accepted until **2 PM CT, July 23<sup>rd</sup> 2020** and then publicly opened and read aloud thereafter.

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Legal Name of Proposing Firm

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Contact Person Title

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Telephone Number E-Mail Address

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Street Address of Principal Place of Business City/State Zip

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Complete Mailing Address City/State Zip

Acknowledgment of Addenda: #1 \_\_\_\_\_ #2 \_\_\_\_\_ #3 \_\_\_\_\_ #4 \_\_\_\_\_ #5 \_\_\_\_\_

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

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Authorized Signature

## **SECTION 1: OVERVIEW**

The North Central Texas Council of Governments (“NCTCOG”) seeks an experienced firm to provide Career Pathways Platform via Web-Based Educational Services to the NCTCOG. The purpose of this Request for Proposals (“RFP”) is to solicit responses that result in a contract with a qualified Vendor that is familiar with providing these capabilities.

### **1.0 NCTCOG OVERVIEW**

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

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

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

### **1.1 PURPOSE**

The desired deliverable of this RFP involves the submittal of proposals detailing how the proposer would deliver a Career Pathways Platform services via Web-Based Education program.

**Bid Item #1:** The **primary intent** of this RFP (SHARE proposal) is to receive proposals for the selection of a vendor(s) to provide web-based education services for Career Pathways Platform Services to be hosted on SHARE Cooperative Purchasing Program. Under the SHARE program, any public entity or non-profit NATIONWIDE can use the SHARE contract and its selected vendor(s) and pricing to pursue their own projects. This offers a unique advertising advantage to vendors to promote their services, as the vendor’s prices are competitively bid under a cooperative contract.

**Bid Item #2:** The **second intent** of this RFP is to utilize the SHARE awarded contractor to implement a Career Pathways Platform to utilize for the North Central Texas Workforce Development Board. The North Central Texas Council of Governments (NCTCOG) serves as the Administrative Entity and Grant Recipient for the North Central Texas Workforce Development Board, dba Workforce Solutions for North Central Texas (hereafter WSNCT). The North Central Texas Workforce Development Board, comprised of community representatives appointed by local elected officials, sets the strategic direction and provides policy guidance and oversight of the programs delivered by WSNCT. NCTCOG is responsible for the administration of approximately \$81.4 million in state and federal funds and provides a variety of services to employers and job seekers through a network of WSNCT Workforce Centers in the North Central Texas 14 county workforce development area (Collin, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell and Wise counties). The Child Care Services (CCS) program is one of the services provided. WSNCT currently has agreements with over 800 Child Care Providers (childcare centers, registered and licensed home care) and provides subsidized childcare services to 7500 children per day. For more details and/or information about our services visit [www.dfwjobs.com](http://www.dfwjobs.com)

## **SECTION 2: SHARE COOPERATIVE**

### **2.0 PROGRAM EXPLANATION**

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

### **2.1 CONTRACT MANAGEMENT AND REPORTING**

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

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

### **2.2 ADMINISTRATIVE FEE**

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

### **2.3 INTERLOCAL AGREEMENT**

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

## SECTION 3: GENERAL INFORMATION

### **3.0 CONTRACT INTENT**

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

### **3.1 ADMINISTRATIVE GUIDANCE**

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

### **3.2 ADDENDA**

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

### **3.3 QUESTIONS**

Questions arising subsequent to the issuance of this solicitation should be submitted through [www.publicpurchase.com](http://www.publicpurchase.com) prior to 5 PM, June 8, 2020. Questions received after this time may not be answered in a timely manner. Do not submit your questions in any other manner.

### **3.4 SOLICITATION SCHEDULE**

The schedule for the RFP process and the work 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:

<b>RFP Issued</b>	<b>May 14, 2020</b>	
<b>Inquiry Period Ends</b>	<b>June 8, 2020</b>	<b>At 5:00 p.m. CT</b>
<b>Proposal Due Date</b>	<b>June 17, 2020</b>	<b>At 2:00 p.m. CT</b>
<b>Interviews (If Applicable)</b>	<b>June-July, 2020</b>	
<b>Anticipated Start Date</b>	<b>July 23, 2020</b>	

### **3.5 PROPOSAL SUBMISSION**

Please submit one (1) hard copy and one (1) electronic copy (on a USB flash drive) of your response to:

By UPS, FedEx:       North Central Texas Council of Governments  
                                  Attn: Sealed Bid Box  
                                  Centerpoint II, 4<sup>th</sup> Floor  
                                  616 Six Flags Drive  
                                  Arlington, TX 76011

By mail:               North Central Texas Council of Governments  
                                  Purchasing Office  
                                  Attn: Sealed Bid Box  
                                  PO Box 5888  
                                  Arlington, TX 76005-5888

**IMPORTANT: Mark SEALED PROPOSAL with the RFP Number, Name, and Due Date on the**

**outside of the shipping package. Failure to do so may result in a misdirected package. Faxed, emailed or late proposals will be ineligible and not accepted for consideration.**

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

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

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

## **SECTION 4: EVALUATION AND AWARD**

### **4.0 TIME FOR EVALUATION**

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

### **4.1 EVALUATION PROCESS**

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

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

Once proposals have been submitted, the NCTCOG evaluates the proposals and determines which of those are determined to be reasonably qualified for award. Those so determined will be reviewed and scored. Best and final offers ("BAFO") for those reasonably qualified may be obtained by allowing the submission of a BAFO before the final decision is made to award a contract.

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

### **4.2 INTERVIEWS**

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

### **4.3 AWARD OF THE CONTRACT**

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

#### 4.4 PROPOSAL EVALUATION CRITERIA

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

<b>Criteria Factors</b>	<b>Proposal Section</b>	<b>Description</b>	<b>Points</b>
<b>Executive Summary</b>	<b>Tab B and Consideration of Tab A</b>	Points will be awarded for required components of response for the sections identified, with 5% as a maximum total possible percentage points.	5%
<b>Experience, References, Key Personnel</b>	<b>Tabs C and E</b>	Points will be awarded for required components of response for the Reference sections identified, with 25% as a maximum total possible percentage points.	25%
<b>Technical Proposal</b>	<b>Tab D</b>	Points will be awarded for description of required components of project deliverables, and overall project plan in the Scope of Services, with 50% as the maximum total possible percentage points.	50%
<b>Cost Proposal</b>	<b>Tab F</b>	Points will be awarded based upon responses to the Cost Proposal, with 20% as a maximum total possible percentage points. Cost Proposals will be reviewed after consideration of all other requirements.	20%
<b>HUB Status</b>	<b>Attachment IX</b>	Additional score will be awarded in this section to Historically Underutilized Businesses, Minority, or Women-Owned or Disadvantages Business Enterprises (HUB).	5 points

## SECTION 5: SPECIFICATIONS

### 5.0 SCOPE OF WORK

The **primary intent** of this RFP (SHARE proposal) is to receive proposals for the selection of a vendor(s) to provide web-based education services for Career Pathways Platform Services to be hosted on SHARE Cooperative Purchasing Program.

The **secondary intent** of this RFP is to utilize the SHARE awarded contractor to implement an Career Pathways Platform to utilize for the North Central Texas Workforce Development Board.

#### **Deliverable 1: Web-based Education Services**

##### Task 1: Web-Based Education Training Types

WSNCT has a need for “Asynchronous Web-Based Training” for the purposes of training up WSNCT customers/participants annually. Asynchronous web-based training allows the student to complete the self-directed, self-paced online training using a combination of methods to include learning portals, hyperlinked pages, screen cam tutorials, and streaming audio/video.

1.1 Interested Respondents are asked to provide responses on the following items:

- Specific required components of a response include:
- Learning Portals
  - Hyperlinked Pages
  - Screen Cam Tutorials
  - Streaming Audio and Video

Interested Respondents should specify their method of asynchronous web-based methods they are able to offer from the list above, and explain **in detail** how they will provide each training method.

##### Task 2: Web-Based Education Training Courses

2.1 Provide a document outlining the library of coursework offered. Identify any courses not included in the overall licenses which require additional fees.

Occupational Training courses not included in the overall licenses may require the training provider and training program to be included on the Texas Eligible Training Provider list.

WSNCT is looking for training courses to include topics listed in the table below:

<b>General Subject Area</b>	<b>Examples of Classes/Topics</b>
Interpersonal Skills	Verbal and Non-Verbal Communication Communication Styles Conflict Resolution Accountability/Responsibility Assertiveness Self-Awareness Social Awareness Listening Skills Questioning Skills Self-Management (Emotional Intelligence) Managing Relationships Building Rapport Providing Feedback Boundaries and Respect in the Workplace Work Behavior

	<p>Study Skills</p> <p>Parenting Skills</p> <p>Maintaining Healthy Lifestyles – including being alcohol and drug free</p>
Critical Thinking	<p>How to Research Information</p> <p>Evaluating and Interpreting Information</p> <p>How to Recognize a False Argument</p> <p>How to Use Numerical Data</p> <p>Analysis</p> <p>Reading Critically</p> <p>Problem Solving</p> <p>Decision Making</p>
Financial Literacy	<p>Money management</p> <p>Budgeting</p> <p>Banking – checking/savings</p> <p>Credit – consumer credit, credit cards</p> <p>Loans – student loan debt</p> <p>Identify theft</p>
Customer Service	<p>Principles of Good Customer Service</p> <p>Focus on Customer Experience</p> <p>Customer Service in Various Business Models</p> <p>Understanding and Representing your Business</p> <p>Positive Language</p> <p>Managing Time</p> <p>Telephone Skills</p> <p>Face-to-Face Skills</p> <p>How to End a Conversation</p>
Business Skills	<p>Keyboarding</p> <p>Data Entry</p> <p>Business Math</p> <p>Business Writing</p> <p>Editing and Proofreading</p> <p>Electronic Communication (email, video conferencing, privacy requirements)</p> <p>Electronic Calendars and Appointments</p> <p>Entrepreneurial Skills (basics of starting and operating a small business)</p>
Basic Workplace Competencies	<p>Time Management</p> <p>Professional Behavior</p> <p>Ethics and Integrity</p> <p>Teamwork</p> <p>Diversity in the Workplace</p> <p>Planning and Organization</p> <p>Project Management</p>
Leadership Skills	<p>Basics of Supervision</p> <p>Leading by Example</p> <p>Influence</p> <p>Delegation</p> <p>Establishing Expectations</p> <p>Coaching</p> <p>Performance Management</p> <p>Managing Difficult Conversations</p> <p>Setting Goals</p> <p>Managing and Monitoring Work</p> <p>Dealing with Difficult People</p>
Basic Skills	<p>Math</p>



	Reading Writing General Equivalency Diploma (GED) Prep High School Diploma (HSD) Prep
English as a Second Language	Reading Writing Conversational
Certified Professional Skills	Certifications for occupations identified on Texas Targeted Occupations List.
Software – End User Training (basic, intermediate, and advanced)	Microsoft Word Microsoft Excel Microsoft PowerPoint Microsoft Outlook Adobe Acrobat Suite

Please acknowledge which training courses are offered and what versions are available for each course listed in the “General Subject Area”, above. For “Certified Professional Skills” courses, describe what type of certifications are provided.

- 2.2 Respondent will provide a course syllabus of available courses. Please provide a course syllabus of available courses and a brief description of each course
- 2.3 Respondent will provide the ability to add courses as versions are upgraded or changed. Please describe how Respondent will provide the availability to add courses as versions are upgraded or changed.

Task 3: Class Assignments and Attendance Tracking

- 3.1 Class Assignments:
  - 3.1.1 Classes will be assigned by WSNCT for each user.
- 3.2 Attendance Tracking:
  - 3.2.1 Respondent must provide the ability for WSNCT to track attendance, time usage, completion, and courses in progress for all users.
- 3.3. Attendance Reporting:
  - 3.3.1 Bidder must provide the ability for WSNCT to pull reports for attendance, time usage, completion, and courses in progress for all users.

Respondents are asked to describe how classes will be assigned by WSNCT for each user. Please describe how Respondent will provide the ability for WSNCT to **track** attendance, time usage, completion and courses in progress for all users. Respondents will also describe how their solution will provide the ability for WSNCT to **pull reports** for attendance, time usage, completion, and courses in progress for all users.

Task 4: Certificates

- 4.1 Respondent will provide a certification of completion for each course. Each certificate will include the participant’s name, course name, level, and completion date. Certificates will be delivered via email to each participant upon completion of each course. A notification will be sent to assigned counselor/s upon completion of course.
- 4.2 Respondents are asked to acknowledge that they have read and will comply with the requirements of Section 4, above.

## **Deliverable 2: Training**

### Task 5: Training Course Levels

Interested Respondents shall provide the following training levels, if applicable, for all courses:

- 5.1 Beginner: For end-users with no experience or little experience with the subject course.
- 5.2 Intermediate: For end-users with some experience or has worked with the subject course matter.
- 5.3 Advanced courses: For end-users who are familiar with the subject course but wants to become more proficient.

Respondents should acknowledge that your agency provides all training levels 5.1-5.3 for all applicable courses.

### Task 6: Specifications for Accessing Training

Interested Respondents shall provide the minimum specifications for accessing the web-based training courses for the following:

- 6.1 Training available in English and Spanish languages
- 6.2 Optional additional languages that are supported
- 6.3 ADA compliant (hearing or sight impaired)
  - a) Images without text equivalents will require a text equivalent to every image
  - b) Documents not posted in an accessible format will require posting in a text-based format
  - c) Websites will allow the color and font sizes set in users' web browsers and operating systems
  - d) Include audio descriptions and captions

Interested Respondents should describe their minimum specifications for accessing the web-based training courses using the listed items in Task 6, above.

### Task 7: Staff Training

A contracted vendor will provide a minimum of 40 hours of training to staff to include implementation, how to assign courses, how to print instructional materials to include handbook or other course materials, and how to print reports. The training needs and timeframes will be determined by WSNCT and may include training upfront as well as refresher training after implementation.

- 7.1 Interested Respondents must acknowledge the number of training hours to be provided to staff. Please describe how Respondent will provide minimum 40 hours of training to staff to include implementation, how to assign courses, how to print instruction materials to include handbook training or other course materials, and how to print reports. Respondent must also acknowledge that WSNCT shall not be required to purchase training from the Respondent as a requirement to purchase future licenses or to assign existing licenses to new staff.
- 7.2 Identify all available staff training formats (e.g. video tutorials, printed materials, etc.).
- 7.3 Identify the support center/help desk services to be available to WSNCT. This should not be part of the 40 hours of training.

### Task 8: Reporting

- 8.1 Respondents must provide reports that include the following:
  - a) How reporting is accomplished in their system.

- b) A list of reports that are included in their system out of the box.
- c) A description of ad-hoc (custom) reporting tools delivered with the system.
- d) The ability for WSNCT to run data reports by students enrolled, attendance tracking, number of hours completed, progress, pass/fail.
- e) The ability for WSNCT to run reports monthly or upon request of all courses completed or in progress, including the names of students enrolled and date of course.
- f) Provide any additional information about the system's reporting capabilities.

## **Deliverable 3: Technical Requirements**

WSNCT is seeking to award a vendor to provide web-based education services. Interested Respondents must confirm that they will host the application. The web-based education services must have all the functionality available as standard, no plug-ins or add-ons. Respondents must affirm all functionality is available as standard feature without the need for plug-ins or add-ons. A desirable attribute is a product that has the ability to access/connect/integrate to the Texas Workforce Commission's WorkInTexas application.

### Task 9: User Environment

- 9.1 Describe the desktop, network, and security requirements needed to support this application. Respondents must describe:
  - a) The system's minimum desktop hardware/software requirements.
    - i. CPU, RAM, HDD, GPU, etc.
    - ii. Operating systems, including minimum version
    - iii. Web browsers, including minimum version
  - b) The minimum bandwidth required to run the application.
  - c) Any desktop, network, or security configurations that may impact performance.
  - d) Any known configurations on which the system will not work.
  
- 9.2 The WSNCT may desire to access the system through a variety of mobile devices in addition to desktop systems. Respondent must describe their system's compatibility with mobile operating systems including, but not limited to Android and iOS. Does the system provide native clients for mobile devices? Respondent must describe their system's mobile functionality. Are there any restrictions on how participants can interact with the system through a mobile device? Describe any limits on the number of users who can access the system simultaneously.

### Task 10: System Management

Respondent must indicate whether separate test and production environments are provided at no additional cost. Please provide a description of your system's test and production environments.

### Task 11: System Recovery

- 11.1 If the awarded vendor discontinues services, what assurances are made on the ability to move the WSNCT's data to either its own servers or to another vendor? How portable is the data? Can it be exported to customer-side data backup?
- 11.2 Respondents must describe their assurance process.
- 11.3 Should the WSNCT terminate the contract, what process will the Bidder assure all of the WSNCT's data is provided to the WSNCT?
- 11.4 Respondents must describe its process for data transfer.

### Task 12: Maintenance and Support

- 12.1 The desired solution must provide maintenance and support for users between the hours of 6:00 a.m. – 10:00 p.m. CDT, Monday through Friday in the Continental U.S.
- 12.2 Interested Respondents must state if they will provide Maintenance/Support for the stated time. Please state your most extensive Maintenance/Support time frames that are

available.

- 12.3 Interested Respondents must state if they will provide 24/7 access to all users.
- 12.4 Interested Respondents must state if uptime is at 99.9%.
- 12.5 Interested Respondents must describe
  - a) What is included in Maintenance?
  - b) What is included in Support?
  - c) Respondent's helpdesk must be located in the United States. Please confirm location.
  - d) The type of help desk support included contact types (chat, toll free number, email, web portal) that are available.
  - e) How help desk requests are prioritized.
  - f) Response times based on priority.
  - g) The escalation process if escalation of a help desk request is required.
- 12.6 For all maintenance service calls, the WSNCT expects the following information to be maintained: nature of the deficiency, current status of the deficiency, action plans, dates, and times, expected and actual completion time, deficiency resolution information. Respondents should describe how this would be supported and how this information will be accessible to WSNCT.
- 12.7 Please provide a copy of your standard service level agreement.
- 12.8 Describe and pre-scheduled maintenance windows and describe the extent of impact – e.g. application totally / partially unavailable.
- 12.9 Provide a list of any user groups, social-networking sites or public discussion areas relating to your product or service offerings.

### Task 13: Hosting/Data Center

- 13.1 Please describe your Hosting/Data center.
  - a) Provide a description of your data center, including a description of physical security.
  - b) Your data center must be located within the United States. Please confirm location
  - c) Your data center must meet, at a minimum, Tier II requirements. Please confirm your data center's Tier level.
  - d) Your data center must be able to withstand at least one unplanned incident with no critical load impact. Please confirm.
  - e) Your data center must have multiple active power and cooling paths with redundant components. Please confirm.
  - f) Your data center must have raised floor, UPS, and backup generator. Please confirm.
  - g) Do you subcontract hosting to a multi-source data center? If so, describe segregation and security provisions (e.g. does each customer have separate and distinct environments for processing/storage? How are shared resources maintained?).
  - h) How do you ensure that your service is reliable?
  - i) What are your service uptime commitments and capabilities?
- 13.2 Respondents must describe their resilience and business continuity plans.
  - a) Describe your business continuity and disaster recovery provisions and guarantees.
  - b) Describe your data backup process.
  - c) Are your backups encrypted? If so, will the encryption keys be unique to WSNCT's data?
  - d) What assurances are granted that, upon termination of the contract, the WSNCT's data will be fully and securely deleted?

- 13.3 Respondents must describe their data encryption methodology
- a) Describe the encryption implemented for data in transit. Will data be transmitted in an encrypted form at all times?
  - b) Describe the encryption implemented for data at rest, including backups. Will data be stored in an encrypted form at all times?
  - c) Describe data loss-prevention technologies and processes in place to protect against customer data loss.
- 13.4 Respondents must describe Identity, Authentication, and Access Management.
- a) What mechanisms and practices are in place and practiced for identity management? Does the system support single sign on through active directories for WSNCT employees?
  - b) What mechanisms are supported for system authentication and authorization?
  - c) Describe access controls available and how access privileges for data access are managed.
  - d) What mechanisms are provided for access logging?
  - e) Can the system create an audit trail capturing all additions, deletions and modifications, with the time of each change and the identity of the individual making the change?
  - f) What mechanisms are provided for auditing and reporting access privileges, account maintenance, and segregation duties?

#### Task 14: Cyber Security

- 14.1 Standards, Certifications, and Attestations
- a. Has your system been evaluated against any of the following standards?
    - i. AICPA SOC 2
    - ii. ISO 27001
    - iii. Cloud Security Alliance (CSA) STAR
    - iv. FedRAMP
    - v. NIST SP 800-53
    - vi. NIST SP 800-171
    - vii. OWASP ASVS
  - b. Provide documentation of 3<sup>rd</sup>-party attestations to, or certification of, compliance with any of the standards specified in 1.a., or with another relevant standard or framework.
  - c. In the absence of a 3<sup>rd</sup>-party attestation or certification, provide documentation outlining how your organization's cybersecurity policies, procedures, and controls align with any of the standards specified in 1.a., or with another relevant standard or framework.
- 14.2 In lieu of Certifications, Attestations, or documentation of alignment with Standards, provide the following information.
- a) Please describe your Governance and Organizational Structure by addressing the following questions.
  - b) Who is responsible for cybersecurity within your organization?
  - c) Is there a cross-organizational committee that meets regularly to discuss your cybersecurity program? Do senior executives participate in the committee?
  - d) How do you prioritize the protection of your organization's information assets?
  - e) What priority is given to the protection of customer information?
  - f) Do you conduct cybersecurity risk assessments? If yes, how often?
  - g) Do you have a cybersecurity incident response plan? How often is it tested? Do you have a cross-organizational Cyber Incident Response Team?
  - h) Have you ever experienced a significant cybersecurity incident? If yes, please provide details.
  - i) What are your policies and procedures for notifying customers of a data breach or incident impacting their data?

- j) Are your cybersecurity controls periodically tested by a third-party? If yes, how often? What is your process for prioritizing and remediating findings?
- k) What were the results of your most recent vulnerability assessment or penetration test?
- l) Describe the experience and expertise of your IT security staff.
- m) Do you outsource any IT or IT security functions to third-party service providers? If so, who are they, what do they do, and what type of access do they have?
- n) What types of cybersecurity policies do you have in place in your organization today?
- o) Are your employees trained on your IT security policies? If yes, how frequently are employees trained, and how do you evaluate their comprehension of, and adherence to, those policies?

14.3 Please describe your Security Controls and Technology by addressing the following questions.

- a) How do you inventory authorized and unauthorized devices and software?
- b) Have you developed secure configurations for hardware and software?
- c) How do you continuously assess and remediate your organization's cyber vulnerabilities?
- d) How do you assess the security of the software that you develop and acquire?
- e) What processes do you use to monitor the security of your wireless networks?
- f) How do you harden network devices, servers, and workstations?
- g) Do you continuously monitor endpoints to detect and respond to suspected malicious behavior?
- h) Do you use a Web Application Firewall to protect Internet-facing Web sites and services?
- i) How do you collect and analyze security information and events?
- j) How do you manage and monitor the use of privileged accounts?
- k) What systems do you have in place to prevent the exfiltration of sensitive data, particularly sensitive customer data like ours?
- l) Do you subscribe to, or receive, threat intelligence? From what sources? How do you incorporate that intelligence into your cybersecurity program?
- m) What types of physical protection do you have in place to prevent unauthorized access to data or infrastructure assets?
- n) How do you manage remote access to your corporate network?
- o) How do you employ network segmentation?
- p) Do you have a removable media policy and controls to enforce the policy?
- q) Have you identified any third parties who have access to your network or data? How do you ensure their compliance with your cybersecurity policies?
- r) How do you monitor your network to alert to cybersecurity events?
- s) How do you monitor your third-party service providers?
- t) How do you monitor for unauthorized personnel connections, devices, and software?

14.4 Please describe your Data Security by addressing the following questions:

- a) Who has access to customer data?
- b) What data privacy controls are in place?
- c) Please provide a copy of your Privacy Policy.
- d) How do I determine where my data is stored, geographically?
- e) How do we request/receive a copy of our customer data?
- f) How do we request, and how do you confirm, deletion of our customer data from your system?

## Deliverable 4: Software Licensing, Delivery, and Upgrades

Please complete the following items.

1. Respondent Must describe their available licensing models including, but not limited to vendor-hosted scenarios.
2. Software Distribution  
Respondent must describe how any software is distributed.
  - Electronic Download
  - Tangible Format
  - Load and Save
  - Software as a Service
  - Custom Service
3. Software Updates and Upgrades.  
Respondent must agree that all product updates should be available at no additional cost.
4. Purchase of Maintenance/Support  
Respondent must state if the purchase of maintenance/support is required in order to use the software.
  - Yes (Mandatory)
  - No (Optional)
5. If maintenance/support is **mandatory**, how will upgrades and updates be distributed?
  - Electronic Download
  - Hard Copy Media
  - Not Applicable
6. If maintenance/support is optional, how will updates and upgrades be distributed?
  - Electronic Download
  - Hard Copy Media
  - Not Applicable



## **SECTION 6: GENERAL TERMS AND CONDITIONS**

### **6.0 TERMS**

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

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

### 6.03 **House Bill 89 Certification**

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

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

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

6.06 **Force Majeure.** It is expressly understood and agreed by both parties that, if the performance of any provision of a contract resulting from this procurement is delayed by force majeure, defined as reason of war, civil commotion, act of God, governmental restriction, regulation or interference, fire, explosion, hurricane, flood, failure of transportation, court injunction, or any circumstances which are reasonably beyond the control of the party obligated or permitted under the terms of the contract to do or perform the same, regardless of whether any such circumstance is similar to any of those enumerated herein, the

party so obligated or permitted shall be excused from doing or performing the same during such period of delay, so that the period of time applicable to such requirement shall be extended for a period of time equal to the period of time such party was delayed. Each party must inform the other in writing within a reasonable time of the existence of such force majeure.

- 6.07 **Form 1295.** The Texas Legislature has adopted House Bill 1295. In summary, the law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties (Form 1295) to our agency prior to the award of certain contracts. The disclosure of interested parties must be completed electronically and submitted through the Texas Ethics Commission website. If the requirement applies to the contract resulting from this RFP, NCTCOG will notify the vendor that the disclosure is required and will provide a specific contract number for inclusion in the submittal. For more information about the process, please visit the following website: [https://www.ethics.state.tx.us/whatsnew/FAQ\\_Form1295.html](https://www.ethics.state.tx.us/whatsnew/FAQ_Form1295.html).
- 6.08 **Equal Employment Opportunity.** Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, or national origin. Contractor shall take affirmative actions to ensure that applicants are employed, and that employees are treated, during their employment, without regard to their race, religion, color, sex, sexual orientation, gender identity, or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.
- 6.09 **Davis-Bacon Act.** Contractor agrees to comply with all applicable provisions of 40 USC § 3141 – 3148.
- 6.10 **Contract Work Hours and Selection Standards.** Contractor agrees to comply with all applicable provisions of 40 USC § 3701 – 3708 to the extent this agreement indicates any employment of mechanics or laborers.
- 6.11 **Rights to Invention Made Under Contract or Agreement.** Contractor agrees to comply with all applicable provisions of 37 CFR Part 401.
- 6.12 **Clean Air Act, Federal Water Pollution Control Act, and Energy Policy Conservation Act.** Contractor agrees to comply with all applicable provisions of the Clean Air Act under 42 USC § 7401 – 7671, the Energy Federal Water Pollution Control Act 33 USC § 1251 – 1387, and the Energy Policy Conservation Act under 42 USC § 6201.
- 6.13 **Debarment and Suspension (Executive Orders 12549 and 12689).** A contract award (see 2 CFR 180.220) must not be made to parties listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.
- 6.14 **Procurement of Recovered Materials.** Contractor agrees to comply with all applicable provisions of 2 CFR §200.322.
- 6.15 **Restrictions on Lobbying.** Contractor is prohibited from using monies for lobbying purposes; Contractor shall comply with the special provision “Restrictions on Lobbying,” which is included as Attachment V of the RFSQ. Contractor shall include a statement of compliance with the Lobbying Certification and Disclosure of Lobbying Activities in applicable procurement solicitations. Lobbying Certification and Disclosure of Lobbying Activities shall be completed by subcontractors and included in subcontractor contracts, as applicable.
- 6.16 **Drug-Free Workplace.** Contractor shall provide a drug free workplace in compliance with the Drug Free Work Place Act of 1988.

6.17 **Texas Corporate Franchise Tax Certification.** Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments.

6.18 **Civil Rights Compliance**

Compliance with Regulations: Contractor will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (USDOT), the Federal Highway Administration (FHWA), as they may be amended from time to time, which are herein incorporated by reference and made part of this agreement.

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

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

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

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

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

6.19 **Disadvantaged Business Enterprise Program Requirements**

Contractor shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of any U.S. Department of Transportation (DOT)-assisted contract or in the administration of its DBE program or the requirements of 49 CFR Part 26. Contractor shall take all necessary and reasonable steps under 49 CFR Part 26 to ensure non-discrimination in award and administration of DOT-assisted contracts. Each sub-award or sub-contract must include the following assurance: *The Contractor, sub-recipient, or sub-contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Agreement. The Contractor shall carry out applicable*

*requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the Contractor to carry out these requirements is a material breach of this agreement, which may result in the termination of this agreement or such other remedy as the recipient deems appropriate.*

#### **6.20 Pertinent Non-Discrimination Authorities**

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

- a. Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- b. The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects).
- c. Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), as amended, (prohibits discrimination on the basis of sex).
- d. Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.) as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27.
- e. The Age Discrimination Act of 1975, as amended, (49 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age).
- f. Airport and Airway Improvement Act of 1982, (49 U.S.C. Chapter 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex).
- g. The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, subrecipients and contractors, whether such programs or activities are Federally funded or not).
- h. Titles II and III of the Americans with Disabilities Act, which prohibits discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38.
- i. The Federal Aviation Administration’s Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex).
- j. Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations.
- k. Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, the parties must take reasonable steps to ensure that LEP persons have meaningful access to the programs (70 Fed. Reg. at 74087 to 74100).
- i. Title IX of the Education Amendments of 1972, as amended, which prohibits the parties from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq.).

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

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

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

## SECTION 7: HOW TO SUBMIT YOUR PROPOSAL

### 7.0 INSTRUCTIONS FOR RESPONDENTS

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

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

#### Tabs

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

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

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

**Tab C KEY PERSONNEL.** If applicable in providing services under this contract, attach resumes for all **managers, supervisors, and other team members** who will be involved in the management of the delivery of goods or services under this RFP. Identify any subcontractors or third-party services that are utilized in the performance of fulfilling this RFP. Provide a general explanation and chart which specifies project leadership and reporting responsibilities, and how the team will interface with NCTCOG and Participating Entities' project management and team personnel.

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

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

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

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

**Tab G REQUIRED ATTACHMENTS.** Please include signed copies of all ATTACHMENTS (beginning with ATTACHMENT I) appended to the back of this solicitation document. All attachments must be submitted with the proposal, or the proposal may be disqualified as nonresponsive. If an attachment does not apply, please mark as "Not Applicable" and submit with the proposal.

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

**Compliance with the Solicitation**

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

**Acknowledgment of Insurance Requirements**

By signing its submission, Offeror acknowledges that it has read and understands the insurance requirements for the submission. Offeror also understands that the evidence of required insurance may be requested to be submitted within ten (10) working days following notification of its offer being accepted; otherwise, NCTCOG may rescind its acceptance of the Offeror's proposals. The insurance requirements are outlined in Section 6.

Name of Organization/Contractor(s):

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Signature of Authorized Representative:

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Date: \_\_\_\_\_

**ATTACHMENT II:  
CERTIFICATIONS OF OFFEROR**

Name of Organization/Contractor(s):

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Signature of Authorized Representative:

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Date: \_\_\_\_\_



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

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

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

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

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

Name of Organization/Contractor(s):

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Signature of Authorized Representative:

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Date: \_\_\_\_\_

**ATTACHMENT IV:  
CERTIFICATION REGARDING LOBBYING**

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

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

Name of Organization/Contractor(s):

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Signature of Authorized Representative:

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Date: \_\_\_\_\_

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

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

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE**

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

\_\_\_\_\_

Signature of Authorized Representative:

\_\_\_\_\_

Date: \_\_\_\_\_

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

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

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

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

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

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

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

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

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

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

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

Name of Organization/Contractor(s):

\_\_\_\_\_

Signature of Authorized Representative:

\_\_\_\_\_

Date: \_\_\_\_\_

# CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor or other person doing business with local governmental entity

This questionnaire is being filed in accordance with chapter 176 of the Local Government Code by a person doing business with the governmental entity.

By law this questionnaire must be filed with the records administrator of the local government not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.

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

## OFFICE USE ONLY

Date Received

1 Name of person doing business with local governmental entity.

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 September 1 of the year for which an activity described in Section 176.006(a), Local Government Code, is pending and not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

3 Describe each affiliation or business relationship with an employee or contractor of the local governmental entity who makes recommendations to a local government officer of the local governmental entity with respect to expenditure of money.

4 Describe each affiliation or business relationship with a person who is a local government officer and who appoints or employs a local government officer of the local governmental entity that is the subject of this questionnaire.

# CONFLICT OF INTEREST QUESTIONNAIRE

For vendor or other person doing business with local governmental entity

**FORM CIQ**

Page 2

**5** Name of local government officer with whom filer has affiliation or business relationship. (Complete this section only if the answer to A, B, or C is YES.)

This section, item 5 including subparts A, B, C & D, must be completed for each officer with whom the filer has affiliation or business relationship. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income from the filer of the questionnaire?

Yes       No

B. Is the filer of the questionnaire receiving or likely to receive taxable income from or at the direction of the local government officer named in this section AND the taxable income is not from the local governmental entity?

Yes       No

C. Is the filer of this questionnaire affiliated with a corporation or other business entity that the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?

Yes       No

D. Describe each affiliation or business relationship.

**6** Describe any other affiliation or business relationship that might cause a conflict of interest.

**7**

\_\_\_\_\_  
Signature of person doing business with the governmental entity

\_\_\_\_\_  
Date

**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):

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Signature of Authorized Representative:

---

Date: \_\_\_\_\_

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

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

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

Indicate the certification that applies to your corporation:

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

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

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

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

\_\_\_\_\_  
(Printed/Typed Name and Title of Authorized Representative)

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_



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

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

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

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

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

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

**Submitter must include a copy of its minority certification documentation as part of this solicitation.**

If your company is already certified, attach a copy of your certification to this form and return with your proposal.

**Indicate all that apply:**

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

**ATTEST TO Attachments of Certification:**

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Typed Name

\_\_\_\_\_  
Date

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_ (month), 20\_\_ in

\_\_\_\_\_ (city), \_\_\_\_\_ (county), \_\_\_\_\_ (state).

\_\_\_\_\_  
**SEAL**

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

