

REQUEST FOR PROPOSAL
Proposal Number RFP# 02172012 Regional Emergency Call Out and Notification System

REQUEST FOR PROPOSAL



DUE DATE: Friday, March 9th, 2012 at 3:00 P.M., CST.

Middle Rio Grande Development Council

**307 West Nopal
Carrizo Springs, TX 78834
830-876-3533**

Leodoro Martinez, Executive Director

REQUEST FOR PROPOSALS

RETURN BIDS TO: **JOE CRUZ, COMPTROLLER**
 ATTN: FISCAL DEPARTMENT
 MIDDLE RIO GRANDE DEVELOPMENT COUNCIL
 P.O. BOX 1199 - 307 W. NOPAL ST.
 CARRIZO SPRINGS, TEXAS 78834

The enclosed Request for Proposals (RFP) packet and attached SPECIFICATIONS are for your convenience in submitting an offer for the enclosed referenced products, services and/or materials for the MIDDLE RIO GRANDE DEVELOPMENT COUNCIL.

COMPETITIVE BIDS SHALL BE RECEIVED NO LATER THAN:

Friday, March 09, 2012 at 3:00 P.M., CST

The Middle Rio Grande Development Council (MRGDC) appreciates your time and efforts in preparing this proposal. Please note that all proposals **must be received at the designated location by the deadline shown**. Proposals received after the deadline **will not be considered** for the award of the contract, and shall be considered void and unacceptable. Please submit your proposals to the attention of:

Joe Cruz, Jr., Comptroller
Attention Fiscal Department
Middle Rio Grande Development Council Central Office
307 W. Nopal St. - P.O. Box 1199
Carrizo Springs, Texas

PLEASE MARK ENVELOPE RFP#02172012 EMERGENCY NOTIFICATION SYSTEM- DO NOT OPEN

If you do not wish to submit a proposal at this time, but wish to remain on the agency's bidders list, please submit a **"No Offer"** by the same time and at the same location as stated above. If a response is not received in the form of a **"BID" or "No Offer"** for three consecutive RFP's, your firm shall be removed from the bidder's list. If you wish to be removed from the bidder's list, or changed to the bidder's list for another commodity, please let us know.

MRGDC is very conscious and extremely appreciative of the time and effort you have expended to submit an offer. We would appreciate if you would indicate on any "No Offer" response any requirement of this RFP, which may have influenced your decision to respond with a "No Offer".

INTRODUCTION

Emergency Call Out and Notification System

The Middle Rio Grande Development Council (MRGDC) Homeland Security Department is issuing a Request for Proposal (RFP) for a nine (9) County Regional Emergency Call Out and Notification System for First Responders, Jurisdictions, Public Sector Entities and Membership Entities of the Middle Rio Grande Development Council of Governments. Regional population based on the latest 2010 census shows the count to be 164,000.00 thousand residents.

SCOPE OF WORK

The System will utilize the latest technology standards in the emergency notification industry as a minimum standard. Individual respondents may note enhancements beyond these minimum standards as available at the deployment of the technology in the region. This RFP will request that the selected vendor be able to provide a system that is Web based, provides for a secure login from any hand held device, (i.e., Smart Phones, I Phones, I Pads, Laptops, Desktops, etc) for operation of the system. The system must be able to utilize notification thru several different formats such as texting, email, landline telephone, cellular telephone network, VOIP, and social networks. The system will be able to provide non-fee subscription sign up service for those with cellular phones and other Smart devices who can subscribe to the system on multiple web sites hosted by local jurisdictions, cities, counties, and MRGDC (Middle Rio Grande Development Council) websites. The system will be hosted and housed by the vendor at secure locations for security and data integrity. The vendor will be able to provide a turn key solution of installation of the system, development of the database, utilizing the regional 9-1-1 INTRADO telephone subscriber database, usage of the MRGDC/GIS regional developed base map layers from the regional 9-1-1 map based ESRI polygon and point files, training for the administrative functions of maintenance, input, selecting of the call out database, notification database, and GIS file database for use by local and regional administrators. The vendor will be able to provide the on-going annual recurring costs for providing the dial out services from the vendor to the public within the region either through individual per call costs for notification, or a block of calls based on a set limit of call outs for the region, and or for a jurisdictional entity during a annual billing period. Provide the costs for any other message delivery method including texting, email, VOIP, etc. and how those costs are broken down. Provide for training on-site for users. Provide for a 90 day turn around from time of award to the time of activation of the system with a functional notification database for landline, and usage of the GIS developed map for geographic location selection.

SPECIFICATIONS / TECHNICAL REQUIREMENTS

The following specifications and technical requirements are to be answered with a “Yes” or “No” or N/A with a limited narrative response for clarity or explanation for each question below. Blank answers will be noted as “non-responsive”.

1. System access must be vendor hosted, Software as a Service (SaaS) model is required.
2. Must not require onsite hardware at the client(s) site.
3. Must not require any integration with onsite software or client telephone system and or telephone lines.
4. Access must be Web-based (browser based, user interface) with Secure Login and Password.
5. Must offer unlimited users and user groups.
6. Must require secure access for Administrative purposes.
7. Must allow Administrator(s) the ability to assign, access, and set permission levels.
8. Must include ability for users to see data for all groups they are a member of.
9. Must include the ability for Administrator(s) to manage their user groups on there own.
10. Must be able to initiate sessions through Smart Phones, PC Tablets, I Pads, I Phones, and Desktop PCs and phones.
11. Must be able to activate saved messages from Smart Phones, I Pads, I Phones, etc.
12. User Interface must be simple, intuitive, and user friendly.
13. All system functionality and components available to users must be utilized through a single application, a single user interface.
14. Must be compatible with industry standard browsers and operating systems.

SPECIFICATIONS / TECHNICAL REQUIREMENTS Cont (1)

15. Must work under these minimum standards for users: (sub parts below)
 - a. High speed internet connection preferred.
 - b. Minimum of Microsoft Internet Explorer 6.0 or Mozilla Firefox 3.x or Google Chrome.
 - c. 1 GHz processor minimum.
 - d. 512 MB RAM
 - e. 1024x768 screen resolution.
16. Must be able to generate notifications to listed and or unlisted telephone numbers.
17. Must support multi-modal notification per subscriber, including: (subparts below)
 - a. Landline
 - b. Cell phone (Multiple Carriers)
 - c. Pager
 - d. Email
 - e. Text messaging (Social networking, Facebook, Twitter, LinkedIn, etc.)
 - f. VOIP
 - g. Residents, employees, and constituents must be able to register / add / edit up to five additional persons, such as parents, siblings, spouses, to their account.
18. Must be able to send messages via TDD /TTY without the aid of a relay operator.
19. Must be able to deliver pre-recorded voice messages for weather warnings issued by the National Weather Service without human intervention. Will this support SAME (Specific Area Message Encoding) coding?
20. Must be able to launch automated weather warning calls based on the Lat / Long Polygon issued from the National Weather Service.
21. Users / Residents must have the ability to indicate what types of weather notifications they would like to receive, (tornado warning, flash flood, severe thunderstorm, etc.)
22. Must perform true SMS messaging using SMPP (native SMS, text messaging to a text device).

SPECIFICATIONS / TECHNICAL REQUIREMENTS Cont...(2)

23. Must include confirmation of message receipt.
24. Must show Caller ID set by the user at activation, system must set a unique caller ID for each out dial.
25. Must be capable of answering machine detection, ability to leave a message, able to play the message.
26. Must have the ability to resend a message that has been sent and to adjust the targeted audience of the message content.
27. Must be capable of recording, storing and playing back recorded messages.
28. Must be able to replay messages using a touchtone keypad.
29. Text to speech messages can be created in English and Spanish.
30. Must be able to schedule a notification for a future date and time of delivery.
31. Must be able to schedule a user defined notification to reoccur over a specific time period.
32. Must have unlimited storage capacity for all call lists.
33. Must be able to upload call list at time of message activation.
34. Must include a toll free number for recipients / residents / citizens to call into to hear the last message sent.
35. Must be able to select geographic areas on an online map in which notifications will be sent.
36. Must be able to edit and save a geographic area for future notification.
37. Must be able to delete a saved geographic area from the system.
38. Must include multiple viewing tools including zoom, pan, and distance measurement.
39. Must include radius drawing functionality that allows users to define a geographic area by entering in the mile dimension(s) of the shape they wish to draw.
40. Must be able and allow an Administrator to deliver location based notifications only

to recipients in the defined geographic area.

SPECIFICATIONS / TECHNICAL REQUIREMENTS Cont...(3)

41. Location based notification must allow the location information, including latitude and longitude, to be embedded in the message and seamlessly interact with mobile mapping programs.

42. Should utilize existing Regional 9-1-1 ESRI Map Shape Files for display and notification.

43. Data must be hosted on secure servers.

44. Data must be available to the client at all times.

45. Client must be able to access and modify data at any time.

46. Client must retain ownership of data; data must be returned to client upon termination of contract.

47. Database must be searchable by phone, name, street, city, zip code, etc.

48. Vendor must provide and host a signup page.

49. MOVED TO #17 g.

50. Client must be able to query on any field /fields in the database.

51. Must have customizable fields in the database.

52. Must be able to create, maintain and save unlimited notification lists with unlimited number of records per list.

53. Must be capable of generating reports of who was contacted, and who was not contacted.

54. Must provide on-screen session reports within the user interface.

55. Must be able to provide on-screen reports of all notifications.

56. Reports must remain saved and available on the application for at least 2 years.

57. Reports must be downloadable in common formats for client use.

SPECIFICATIONS / TECHNICAL REQUIREMENTS Cont (4)

58. Vendor must archive reports permanently on tape or other backup.
59. Vendor reports must include at a minimum, answer; answering machine, busy, ring-no answer, operator intercept, fax, etc.
60. Can query the database on any field, or any combination of fields, in the database to create lists.

Support, Service and Security Requirements

1. Must include 24 /7/ 365 toll free, immediate, in-house technical support phone number for client and users.
2. The 24 /7/ 365 toll free technical support line must reach live, on-duty vendor technician.
3. 24/7 email access to technical support must be available.
4. Technical support is provided by full time vendor personnel and is not outsourced.
5. Please describe the security at your data centers and other facilities.
6. Please describe your implementation and training procedures. Is on site training or off-site training available to users and Administrators?

Anticipated RFP Schedule

- 1. Release of RFP, on or about February 17th, 2012**
- 2. Request for RFP return as noted to agency March 9th, 2012**
- 3. Proposals evaluated by committee and staff on or about Monday, March 12th, 2012**
- 4. Vendor(s) contacted to present system operations and functionality on or about Tuesday, March 13th, 2012**
- 5. Selected Vendor(s) present to staff and committee on Friday, March 23rd, 2012**

6. Selected Vendor is contacted by staff for contract negotiations for system.

Contact for questions on bid specifications should be addressed to: Forrest Anderson, Homeland Security Director, MRGDC, 307 West Nopal St., Carrizo Springs, TX 78834. (830) 876-1264, Fax (830) 876-1333. Email: Forrest.Anderson@mrgdc.org or Spade Condry, Communications Supervisor, 307 West Main Street, Uvalde, TX 78801 830-278-4491. Spade.Condry@mrgdc.org

Note: It is requested that any questions regarding the RFP be emailed to Mr. Anderson and Mr. Condry at the contact emails above. Any questions asked will be answered via email to all respondents.

Bid Information Sheet

I. IDENTIFICATION OF BIDDER

- a. Name of Organization
- b. Address
- c. Telephone Number
- d. Contact Person and Telephone Number
- e. Tax Identification Number (14 digits)

II. DESCRIPTION OF BIDDER (indicate all applicable)

- a. Corporation
- b. Sole Ownership
- c. Other

III. HISTORY OF BIDDER

- Briefly, describe the history, experience of the firm, and the number of years in business. (100 words or less)

IV. COSTS ASSOCIATED WITH SERVICES

- Provide an Itemized budget identifying all costs associated with the performance of the project; provision of products/service to include cost rates for unanticipated services that may arise.
- Contract Term:
- Setup costs:
- Fixed costs for unlimited usage on a yearly basis:
- Cost per minute or per block of minutes:
- Any on-going costs for service/maintenance:
- Cost of initial training an on-going training:
- Multi-Year discounts:

- Any additional costs:

V. REQUIRED CERTIFICATIONS

- Signature Authorization Form
- Certification Regarding Debarment, Suspension, Ineligibility, And Voluntary Exclusion -- Lower Tier Covered Transaction
- Code of Conduct
- Drug Free Workplace Certification
- Disclosure of Lobbying

VI. REFERENCES (See below in proposal narrative section II)

PROPOSAL NARRATIVE

The narrative should address each of the following categories outlined below:

I. PROPOSED SERVICES

- a. Provide a description of your company's understanding of the work to be performed as per the Specifications section in this RFP. State the type of product, software license, and/or service being proposed.
- b. Provide a list of all associates (and their qualifications i.e. resumes, certifications) hired by your firm that will perform the service, installation/upgrades.

II. QUALITY OF REFERENCES

Provide a list of references of governmental units, agencies or businesses for which your firm has provided a similar type of sale as requested by this RFP within the last two (2) years. The list should include names, addresses, and telephone numbers of the entities.

III. PROPOSED COSTS

Address the price reasonableness and competitiveness of your firm to provide the proposed services and capability to stay within the budget proposed.

IV. SERVICE SCHEDULE

Provide a detailed and realistic schedule with completion dates for services or project installation connected with the performance of this project.

SIGNATURE AUTHORIZATION CERTIFICATE

I hereby certify that the information contained in this Bid and any attachments are true and correct, and may be viewed as an accurate representation of proposed services to be provided as well as the administrative, management, and financial capabilities of the organization. I also hereby certify that the Bid has been duly authorized by the appropriate person, persons, or governing body of the applicant and that the applicant will comply with applicable State assurances if the Bid is funded or accepted.

The person signing this certificate hereby warrants that such person has been fully authorized by the applicant to execute this certificate on behalf of the applicant and to validly and legally bind the applicant to all the terms, performances and provisions set forth in the Bid.

Signature of Authorized Agent:

Typed Name:

Title:

Date:

**MIDDLE RIO GRANDE DEVELOPMENT COUNCIL
CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY, AND
VOLUNTARY EXCLUSION -- LOWER TIER COVERED TRANSACTION**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants, responsibilities.

- (1). The prospective recipient of Federal assistance funds certifies, by submission of this Bid, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

- (2). Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this Bid.

Name of Bidder/Organization

Print or Type Name and Title of Authorized Representative

Signature

Date

INSTRUCTIONS FOR CERTIFICATION REGARDING DEBARMENT

1. By signing and submitting this Bid, the prospective participant is providing the certification as set out on the form itself.
2. The certification is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the U.S. Department of Labor may pursue available remedies, including suspension and/or debarment.
3. The prospective participant must provide immediate written notice to the Middle Rio Grande Development Council if at any time the prospective participant learns that its certification was erroneous when submitted or has become erroneous because of changed circumstances.
4. The terms "covered transaction", "debarred", "suspended", "ineligible", "lower tier covered transaction", "participant", "person", "primary covered transaction", "principal", "Bid", and "voluntarily excluded" as used in the certification have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the Middle Rio Grande Development Council for assistance in obtaining a copy of these regulations.
5. The prospective participant agrees by submitting this Bid that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the U.S. Department of Labor.
6. The prospective participant further agrees by submitting this Bid that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion--Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower-tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Federal Nonprocurement List.
8. Nothing contained in the foregoing may be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the U.S. Department of Labor may pursue available remedies, including suspension and/or debarment.
10. Write in the name of the bidder (individual or organization) and the name and title of the authorized representative of the bidder. The authorized representative signs where noted and dates the signature.

**MIDDLE RIO GRANDE DEVELOPMENT COUNCIL
CODE OF CONDUCT**

No officer, employee or agent of the Middle Rio Grande Development Council shall participate in selection, or in the award or administration of a contract supported by federal funds if a conflict of interest, real or apparent, would be involved.

- . The employee, officer or agent;
- . Any member of his immediate family;
- . His or her partner; or
- . An organization which employs, or is about to employ, any of the above, has a financial or other interest in the firm selected for award.

Middle Rio Grande Development Council officers, employees, or agents shall neither solicit nor accept gratuities, favors or anything of monetary value from contractors, potential contractors, or parties to sub-agreements. To the extent permitted by state or local law or regulations, the Middle Rio Grande Development Council shall enforce penalties, sanctions, or other disciplinary actions for violations of Attachment O Circular A-102, paragraph 7, by the agency's officers, employees, or agents, or by contractors or their agents.

I have read the above Code of Conduct and will not knowingly breach it.

Signature

Date

(Type or Print Name and Title)

DRUG FREE WORKPLACE CERTIFICATION

The Drug Free Workplace Act of 1988 covers employers with contracts of more than \$25,000 with any federal agency and certain recipients of federal financial assistance. Such employers are required to certify they will take certain steps to maintain a drug-free workplace.

Texas law requires an employer who maintains worker's compensation insurance coverage and employs fifteen or more employees to adopt a policy "designed to eliminate drug abuse and its effects in the workplace." The employer must distribute a written copy of its policy to each employee.

I do hereby certify that, as the law pertains to the applicant submitting this RFP, the applicant has complied with the proper regulations.

Signature of Authorized Agent: _____

Typed Name: _____

Title: _____

Entity: _____

Date: _____

INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity 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 a covered Federal action. Use the SF-LLL-A Continuation Sheet for additional information if the space on the form is inadequate. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a follow-up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, state and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.
5. If the organization filing the report in item 4 checks ""Subawardee", then enter the full name, address, city, state and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (Item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Invitation for Bids (IFB) number; Invitation for Bid (IFB) number, grant announcement number; the contract, grant, or loan award number the application/Bid control number assigned by the Federal agency). Include prefixes, e.g., "IFB-DE-90-001."
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10. (a) Enter the full name, address, city, state and zip code of the lobbying entity engaged by the reporting entity identified in item 4 to influence the covered Federal action.

(b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter Last Name, First Name, and Middle Initial (MI).
11. Enter the amount of compensation paid or reasonably expected to be paid by the reporting entity (item 4) to the lobbying entity (item 10). Indicate whether the payment has been made (actual) or will be made (planned). Check all boxes that apply. If this is a material change report, enter the cumulative amount of payment made or planned to be made.
12. Check the appropriate box (es). Check all boxes that apply. If payment is made through an in-kind contribution, specify the nature and value of the in-kind payment.
13. Check the appropriate box (es). Check all boxes that apply. If other, specify nature.
14. Provide a specific and detailed description of the services that the lobbyist has performed, or will be expected to perform, and the date(s) of any services rendered, include all preparatory and related activity, not just time spent in actual contact with Federal officials. Identify the Federal official(s) contacted or the officer(s), employee(s), or Member(s) of Congress that were contacted.
15. Check whether or not a SF-LLL-A Continuation Sheet(s) is attached.
16. The certifying official shall sign and date the form; print his/her name, title, and telephone number.

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time for reviewing Instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget Paperwork Reduction, Project (0348-00-46), Washington, D.C. 20503.

**DISCLOSURE OF LOBBYING ACTIVITIES
CONTINUATION SHEET**

Approved by OMB
0348-0046

Reporting Entity: _____ **Page** _____ **of**

**Authorized for Local Reproduction
Standard Form - LLL-A**

**PART II
SPECIAL CONDITIONS AND REQUIREMENTS**

This section presents special conditions and requirements pertaining to proposal submission. Bidders should be aware of the conditions contained herein and, submitted proposals must be in compliance with the requirements.

A. Deadline for Submission

The deadline for submission of proposal is: **Friday, March 9th, 2012 at 3:00 P.M., CST.** Proposals received after that date will not be considered. Proposals received after that date will not be considered. **Two Original Proposals must be submitted to:**

**Joe Cruz, Comptroller
Attention Fiscal Department
Middle Rio Grande Development Council Central Office
307 W. Nopal St. - P.O. Box 1199
Carrizo Springs, Texas**

**PLEASE MARK ENVELOPE RFP#02172012
EMERGENCY NOTIFICATION SYSTEM DO NOT OPEN**

B. Delivery Schedule

The delivery schedule is a vital determining factor in awarding this RFP. Delivery date of service will be no more than **90 working days after the award of the bid.**

C. Bidder Conditions and Requirements

1. Eligibility of Bidder

Open to potential bidders that have provided the same type service, products or materials as proposed in this request for proposals.

D. Program Conditions

1. M.R.G.D.C. reserves the right to accept or reject any and all proposals submitted; select only one to the exclusion of all others; or consolidate or breakout out this procurement among several bidders to obtain a more

economical purchase. MRGDC also reserves the right to reject any and all proposals submitted and enter into into state and local intergovernmental agreements for which MRGDC is eligible. Such agreement include but not limited; the Texas Department of Information Resources(GoDIR), Texas Procurement and Support Services Cooperative Purchasing Program (State of Texas CO-OP), Houston Galveston Area Council Purchasing Co-op (HGACBuy) .

2. During the term of the project, the selected bidder will contact the MRGDC Homeland Security Director by person or by phone and discuss the ongoing status of the project.
3. The contractor must be fully licensed and bonded.
4. M.R.G.D.C. reserves the right to negotiate minor details pertaining to this proposal solicitation.
5. This RFP does not commit M.R.G.D.C. to pay for any costs incurred prior to the execution of any contract or purchase order, and/or prior to availability of funds.
6. M.R.G.D.C. will not provide any technical assistance in the preparation of proposals.
7. It is the Council's policy to assure that small, women-owned, minority businesses and Historically Underutilized Business (HUBs) will be utilized when possible as sources of suppliers, equipment, construction and services when State or Federal programs and/or funds are involved and are encouraged to submit bids for the participation in the services described above.
8. The intent of this RFP is to identify the various prospective contractor alternatives and estimates of costs of services, products or materials being solicited, and M.R.G.D.C. is under no legal requirement to execute a contract or issue a purchase order based on any proposal.
9. M.R.G.D.C. specifically reserves the right to vary the provisions set forth herein anytime prior to the execution of a contract where such variance is deemed necessary and in the best interest of the M.R.G.D.C.
10. M.R.G.D.C. reserves the right to negotiate an extension of any executed contract or purchase order issued through this proposal solicitation process for a period not to exceed two additional years beyond the period of performance, provided that additional appropriate funding is available.

11. If selected for contractual negotiations, bidder may be required to prepare and submit additional information prior to final contract or execution of a purchase order, to delineate terms agreeable to both parties for the provision of the services or materials.
12. All proposals and their accompanying attachments become the property of M.R.G.D.C. upon submission. Materials submitted will not be returned.
13. All bidders selected must meet performance goals as well as shipping dates as specified in the final negotiated contract or purchase order.
14. All bidders or service providers approved under this RFP may be required to procure audits for services as provided and explained in detail in the executed contract for services.
15. Contract negotiations may be undertaken with all bidders responding to this RFP whose performance, as determined by M.R.G.D.C., shows them to be the most qualified, responsible, and capable of delivering the services, materials or products. Price and schedules may be negotiated with the selected bidders deemed responsive to this RFP and the final award may differ from the bid submitted when it is in the best interest of the MRGDC.
16. Respondents shall comply with all State, Federal and Local laws, as well as rules of the funding agency, the Office for Domestic Preparedness (ODP) Homeland Security Grant Program (HSGP).
17. MRGDC enters into this procurement process in good faith having identified funding sources and long term income capable of supporting this procurement. However, the procurement of the goods and services requested in this RFP, and the installation of equipment, is nevertheless dependent upon availability of funding.
18. The successful Responder shall provide MRGDC a copy of a policy, or certification by an insurance carrier, demonstrating that the Responder has in effect during the term of any contract a General Liability Insurance Policy. Such policy shall be the primary coverage for all of Responder's activities under performance of activities required by contract and all equipment, software and systems including training of any type which are part of this bid.

The insurance coverage required by the above paragraph will be in a minimum amount of \$100,000 and shall be provided by an insurance company authorized to transact business in the State of Texas.

Responder must provide certification of insurance compliance within (10) working days (15) Calendar days after notification of award. Certification must include the following:

Name and Address of Insurance Company
Policy Number
Liability Coverage Amounts
Reference to this RFP Response & Contract

19. Provide a full overview of personnel to be utilized in implementing the proposed project. Details regarding any subcontractors to be utilized must be clearly outlined.
20. During the term of the project, the selected bidder will also submit monthly, in writing, the status of the overall project as a percentage of completion of the entire project on a scale of one percent to 100 percent.
21. In the event that a potential bidder wishes to protest the solicitation or selection process; the process of protest or inquiry shall be the following:

The bidder may choose to request an informal conference. The purpose of the informal conference is to give the parties an opportunity to resolve a complaint.

The request of an informal hearing must be submitted in writing within ten (10) days of the notification of the award to the:

Executive Director
MIDDLE RIO GRANDE DEVELOPMENT COUNCIL
P. O. Box 1199
Carrizo Springs, Texas 78834

All responses to a request for an Informal Conference shall be mailed within ten (10) days by the Executive Director of the MIDDLE RIO GRANDE DEVELOPMENT COUNCIL. The Informal Conference shall be scheduled by the Equal Opportunity Officer (EO Officer) within seven (7) days of receipt of a properly completed Grievance Information form. The EO Officer shall serve as Chairperson and moderator of the Informal Conference. Only those issues presented at the Informal Conference may be addressed in subsequent hearings. All parties shall make a good faith effort to reach a mutually acceptable resolution of the complaint at the Informal Conference. The Chairperson shall adjourn the Informal Conference when a satisfactory resolution of the complaint has been reached or when it appears to the Chairperson that no such resolution is possible. A written determination of the Informal Conference shall be prepared by the Chairperson and shall be final and void of any appeal.

The complainant may request a Hearing if dissatisfied with the outcome of the Informal Conference. When an informal resolution has not been successful, notification of the opportunity for a hearing along with a copy of the State agency's Request for Hearing form and all procedures to be followed must be sent to the complainant.

PART III

PROPOSAL EVALUATION CRITERIA

Proposals judged to be in response to this RFP will be evaluated by M.R.G.D.C. staff in terms of the criteria as listed in this section. All proposals will be reviewed and assessed for detail, clarity, and comprehensiveness. At the discretion of the evaluation staff and or evaluation committee, the two highest scoring proposals will be invited to present to the staff and committee their proposed system for final consideration and selection. All respondents will be notified by mail of their selection or non-selection of their proposal. The evaluation will be based upon the following criteria:

	CRITERIA	VALUE
I.	Proposed Equipment	30
II.	Quality of References	10
III.	Proposed Cost(s)	40
IV.	Delivery Schedule/Support	20

NOTE: **ALL PROPOSALS MUST SCORE ABOVE 70 POINTS IN ORDER TO BE CONSIDERED RESPONSIVE.**

I. PROPOSED EQUIPMENT

Criteria under this category will be evaluated as to the extent to which the bidder is knowledgeable and capable to provide the equipment / software / services that will meet the needs of the MRGDC as per the RFP. Points will be awarded based upon the offeror's ability to demonstrate that the firm is capable and qualified to provide the required equipment / software / services.

II. QUALITY OF REFERENCES

The references that the bidder is able to provide will be evaluated and checked to determine the prior experience and competence of the bidder. Points will be awarded based on the quality of references provided by the bidder.

III. PROPOSED COST(S)

Criteria under this category require that your proposal address the price reasonableness and competitiveness of the vendor to provide services in response to this RFP. Points will be awarded based on similar type services to other agencies.

IV. DELIVERY SCHEDULE/SUPPORT

This category will require that your proposal address and provide details on the proposed service schedule to be followed by your firm in response to this RFP. Points will be awarded based on the feasibility of the bidders to provide the services within the specified period of time listed within the RFP and the level and type of product warranties offered by vendors.