

Notice

Basic Information

Reference Number 0000423301
Issuing Organization Dallas County
Owner Organization
Solicitation Type RFP - Request for Proposal (Formal)
Solicitation Number 2026-027-7112
Title IT End-user Support, Asset Management, and IT Equipment Warehousing Services
Source ID PU.AG.USA.2438.C18536251
Piggyback Solicitation No

Details

Location Dallas County, Texas
Purchase Type Duration:5 years
Description The purpose of this request for proposal (RFP) is to establish a five-year-term service price agreement, with a one-year renewal option, and to invite qualified vendors to submit a proposal to provide end-user support services, asset management, and IT equipment warehousing services across Dallas County.

Dates

Publication 05/07/2026 01:47 PM CDT
Question Acceptance Deadline 05/20/2026 12:00 PM CDT
Questions are submitted online Yes
Closing Date 06/18/2026 02:00 PM CDT

Prebid Conference 05/19/2026 10:00 AM CDT

Contact Information

Ahron Molina
 214-653-5639
 ahron.molina@dallascounty.org

Buyer Preferences, Guidelines & Requirements

Participation Requirements

- Small Business Participation

General Requirements

- Insurance Required

Award Requirements

- All or None Award

Pre-Bidding Events

Event Type Prebid Conference
Attendance Recommended
Event date 05/19/2026 10:00 AM CDT
Location Microsoft Teams Meeting (online)
Event Note

Microsoft Teams Meeting (online)
Join:
<https://teams.microsoft.com/meet/280808358717031?p=Go4djupUFUbByreKBH>
Meeting ID: 280 808 358 717 031
Passcode: 2nz6eG7k
Dial in by phone
 +1 469-208-1731,,104134944# United States, Carrollton
 Find a local number
 Phone conference ID: 104 134 944#

Bid Submission Process

Bid Submission Type Electronic or Physical Bid Submission
Pricing Item Based

Pricing Item Based

Supplier can place No Bid on an Item Yes

Bid Documents List

| Item Name | Description | Mandatory | Limited to 1 file |
|------------------------------------|---|-----------|-------------------|
| Complete proposal submission | Attach completed proposal here | Yes | No |
| Mandatory SBE Forms | Attach completed SBE forms here | Yes | No |
| 2026 W-9 | 2026 W-9 signed | Yes | No |
| Letters of reference | Letters of reference | Yes | No |
| Exceptions or Additional Documents | Please submit any additional documents | No | No |
| Pricing Sheet | Attach completed pricing spreadsheet here | Yes | No |

Documents & Items

Documents

| Document | Size | Uploaded Date | Language |
|---|--------|-------------------------|----------|
| RFP Terms and conditions .pdf [pdf] | 174 Kb | 12/19/2024 11:16 AM CST | English |
| Attachment S - SBE Languate [pdf] | 540 Kb | 12/19/2024 11:17 AM CST | English |
| Solicitation Document [pdf] | 547 Kb | 05/06/2026 10:44 AM CDT | English |
| Small Business Enterprise Vendor List [pdf] | 290 Kb | 05/06/2026 10:49 AM CDT | English |
| Pricing Sheet [xlsx] | 70 Kb | 05/07/2026 10:39 AM CDT | English |

Items

| No | Description | UOM | Qty |
|----|---|--------|-----|
| 1 | Year 1 - Transition plan Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 2 | Year 1 - End User Support Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 3 | Year 1 - End User Support L2 (After hours) Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 4 | Year 1 - Asset Management Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 5 | Year 1 - Information Technology (IT) Warehouse Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 6 | Year 1 - Special Projects /Optional Services Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 7 | Year 1 - Other Cost and fees Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 8 | Year 2 - Transition plan Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 9 | Year 2 - End User Support Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 10 | Year 2 - End User Support L2 (After hours) Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 11 | Year 2 - Asset Management Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 12 | Year 2 - Information Technology (IT) Warehouse Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 13 | Year 2 - Special Projects /Optional Services Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 14 | Year 2 - Other Cost and fees Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 15 | Year 3 - Transition plan Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 16 | Year 3 - End User Support Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 17 | Year 3 - End User Support L2 (After hours) Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 18 | Year 3 - Asset Management Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 19 | Year 3 - Information Technology (IT) Warehouse Brand Preference: Not Applicable - Service Item | Dollar | 1 |

| No | Description | UOM | Qty |
|----|--|--------|-----|
| 20 | Year 3 - Special Projects /Optional Services Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 21 | Year 3 - Other Cost and fees Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 22 | Year 4 - Transition plan Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 23 | Year 4 - End User Support Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 24 | Year 4 - End User Support L2 (After hours) Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 25 | Year 4 - Asset Management Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 26 | Year 4 - Information Technology (IT) Warehouse Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 27 | Year 4 - Special Projects /Optional Services Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 28 | Year 4 - Other Cost and fees Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 29 | Year 5 - Transition plan Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 30 | Year 5 - End User Support Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 31 | Year 5 - End User Support L2 (After hours) Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 32 | Year 5 - Asset Management Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 33 | Year 5 - Information Technology (IT) Warehouse Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 34 | Year 5 - Special Projects /Optional Services Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 35 | Year 5 - Other Cost and fees Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 36 | Optional 1 year renewal - Transition plan (If applicable) Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 37 | Optional 1 year renewal - End User Support Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 38 | Optional 1 year renewal - End User Support L2 (After hours) Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 39 | Optional 1 year renewal - Asset Management Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 40 | Optional 1 year renewal - Information Technology (IT) Warehouse Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 41 | Optional 1 year renewal - Special Projects /Optional Services Brand Preference: Not Applicable - Service Item | Dollar | 1 |
| 42 | Optional 1 year renewal - Other Cost and fees Brand Preference: Not Applicable - Service Item | Dollar | 1 |

Categories

Selected Categories

| NIGP Categories (26) | |
|----------------------|---|
| 918 | CONSULTING SERVICES |
| 91800 | CONSULTING SERVICES |
| 91895 | Telecommunications Consulting Telecommunications Consulting |
| 91871 | IT Consulting IT Consulting |
| 91806 | Administrative Consulting Administrative Consulting |
| 91832 | Consulting Services (Not Otherwise Classified) Consulting Services (Not Otherwise Classified) |
| 91890 | Strategic Technology Planning and Consulting Services Strategic Technology Planning and Consulting Services |
| 91819 | Buildings, Structures and Components Consulting Buildings, Structures and Components Consulting |
| 91830 | Computer Network Consulting Computer Network Consulting |
| 915 | COMMUNICATIONS AND MEDIA RELATED SERVICES |
| 91596 | Web Page Design, Management and Maintenance Services Web Page Design, Management and Maintenance Services |
| 91576 | Telephone Services Includes Installation, Moves, Changes, Adds, Programming, Removal, Training, etc. (To Include Pay Telephones) Telephone Services Includes Installation, Moves, Changes, Adds, Programming, Removal, Training, etc. (To Include Pay Telephones) |
| 91585 | Telecommunication Relay Services (Text Telephone (TTY); Text-To-Voice; Voice Carry Over (VCO); Hearing Carry Over (HCO); Speech-To-Speech Relay; Video Relay; Spanish Relay; 7-1-1 Access to TRS) Telecommunication Relay Services (Text Telephone (TTY); Text-To-Voice; Voice Carry Over (VCO); Hearing Carry Over (HCO); Speech-To-Speech Relay; Video Relay; Spanish Relay; 7-1-1 Access to TRS) |
| 91520 | Call Center Services Call Center Services |
| 91500 | COMMUNICATIONS AND MEDIA RELATED SERVICES |
| 91575 | Telephone Services, Cellular Telephone Services, Cellular |
| 91549 | High Volume, Telephone Call Answering Services (See 915-05 for Low Volume Services) High Volume, Telephone Call Answering Services (See 915-05 for Low Volume Services) |
| 920 | DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWARE SERVICES |
| 92047 | Support Services, Computer (Includes Computer Warranties) Support Services, Computer (Includes Computer Warranties) |
| 92040 | Programming Services, Computer (Including Mobile Device Applications) Programming Services, Computer (Including Mobile Device Applications) |
| 92037 | Networking Services (Including Installation, Security, and Maintenance) Networking Services (Including Installation, Security, and Maintenance) |
| 92045 | Software Maintenance/Support Software Maintenance/Support |
| 958 | MANAGEMENT SERVICES |
| 95889 | Telecommunications Management Services Telecommunications Management Services |
| 95894 | Warehouse Management Services Warehouse Management Services |

| NIGP Categories (26) | |
|----------------------|---|
| 95868 | Support Services, Management Support Services, Management |
| 95800 | MANAGEMENT SERVICES |
| 95823 | Computer Management Services Computer Management Services |
| 95815 | Building and Facilities Management Services Building and Facilities Management Services |
| 95805 | Asset Management Services Asset Management Services |

This copy of the NIGP Code is the property of the National Institute of Governmental Purchasing, Inc. (NIGP), is displayed and used by BidNet under license from Periscope Holdings, Inc. (the authorized sub-licensor of NIGP), and is protected under the copyright laws of the United States. It may not be copied or used (in whole or part) by any party unless such party is authorized to do so under the terms of a written license agreement entered into with NIGP or its authorized sub-licensors expressly authorizing such party to use the NIGP Code. Unauthorized copying or use is prohibited. Dated: January 2016

Courtesy Email

Sent using email addresses

sandeeps@tscti.com;shikhas@tscti.com;sledproposals@tscti.com

RFP TERMS AND CONDITIONS

INCORPORATION OF PROPOSAL INTO THE CONTRACT

The contents of this RFP/RFQ, and the selected Proposer's Proposal, cost, exhibits, and negotiated changes and any other attachments will be incorporated, in entirety, into the future formal Contract. This Contract constitutes the entire agreement between the parties hereto and supersedes any other agreement concerning the subject matter of this transaction, whether oral or written.

ENTIRE AGREEMENT

This Agreement supersedes all prior agreements, written or oral, between Proposer and County and will constitute the entire agreement and understanding between the parties with respect to the subject matter of this Agreement. This Agreement and each of its provisions will be binding upon the parties and may not be waived, modified, amended or altered except by a writing signed by both Proposer and County with formal approval by the Dallas County Commissioners Court.

a) BINDING EFFECT

This Contract and the respective rights and obligations of the parties hereto shall inure to the benefit and be binding upon the successors and assigns of the parties hereto, as well as the parties themselves.

b) FORMAL REQUIREMENTS CONTRACT NECESSARY

Proposer agrees that any Contract resulting from this RFP/RFQ and award will be the formal requirements contract between Proposer and County.

This RFP/RFQ or any resulting award does not guarantee any acceptance of products or services and does not guarantee that any purchases of products or services will be made.

c) ORDER OF PRECEDENCE

In the event there is a conflict between the documents comprising this RFP/RFQ and any resulting contracts, the following order of precedence shall govern: (i) the term/conditions in the body of any resulting Master Contract Agreement; (ii) the RFP/RFQ; and (iii) Contractor's Response. In the event that a conflict exists between any state statute or federal law the most restrictive terms shall apply.

d) FORCE MAJEURE

Neither party hereto shall be held responsible for any loss or damage or for any delays or failure to perform due to causes beyond its reasonable control including acts of God, strikes, epidemics, war, riots, flood, fire, sabotage, or any other circumstances of like character ("**force majeure occurrence**"). Contractor shall make all reasonable efforts to remove or eliminate such a cause of delay or default and shall, upon the cessation of the cause, diligently pursue performance of its obligations under this Agreement.

e) FAIR LABOR STANDARDS

Proposer shall comply with all applicable provisions of the Federal Fair Labor Standards Act and shall indemnify, defend, and hold harmless the County and its agents, officers, and employees from any and all liability, including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and attorneys' fees arising under any wage and hour law, including, but not limited to, the Federal Fair Labor Standards Act, for work performed by the Contractor's employees for which the County may be found jointly or solely liable.

CONTRACT TERM

Dallas County reserves the right, upon notice to the Proposer, to extend the Term of the Contract, or any part of the Contract, for up to one hundred twenty (120) days based on the same terms and conditions upon termination or extension. This will be utilized to prevent a lapse in contract coverage and only for the time necessary, up to one hundred twenty (120) days, to enter into a new contract agreement. Proposer shall agree to assist the County with the transition planning to a different contractor.

ACCEPTANCE – REJECTION

Dallas County reserves the right to accept or reject any or all bids/proposals, to waive any technicality in any bid/proposal submitted, and to accept any part of a bid/proposal as deemed to be in the best interests of the Dallas County.

COMPLIANCE WITH LAWS AND VENUE JURISDICTION

In providing Services required by this Contract, Proposer must observe and comply with all applicable federal, State, and local statutes, ordinances, rules, regulations, licenses, legal certifications, or inspections required for the Services, facilities, equipment, or materials, and all applicable federal, state, and local statutes, ordinances, rules, and regulations.

This Contract shall be governed by Texas law and exclusive venue shall lie in Dallas County, Texas.

FISCAL FUNDING

Any agreement resulting from this RFP/RFQ will be subject to the availability of governmental fiscal funding. If such funds become reduced or unavailable, any contract agreement shall be subject to immediate modifications, reduction or termination on the expiration date or date in which the funds have been reduced or eliminated.

BEST PRICE IN THE COUNTY

If Proposer offers a lower Proposer Fee rate to any Governmental Agency or Municipality during the Term of the contract resulting from this RFP/RFQ, the County shall have the immediate benefit of such lower Proposer Fee rate.

PERMITS AND LICENSES

Proposer shall secure and pay for all fees for all necessary statutory and regulatory authorizations, permits, approvals, certifications, licenses, and insurance required by the laws of Federal, State, County, and municipal laws, ordinances, rules and regulations that are required in order to perform the services stated in RFP/RFQ. Proposer shall maintain these licenses and permits in effect for the duration of this contract agreement. Proposer will notify County immediately of loss or suspension of any such licenses and permits. Failure to maintain a required license or permit may result in immediate termination of this contract agreement.

INDEMNIFICATION

To the fullest extent permitted by law contractor shall indemnify, hold harmless and defend owner, and all of its officers, directors, agents and employees, from and against all claims, damages, losses and expenses, including, but not limited to, attorneys fees, arising out of or resulting from bodily injury or death of any person, or property damage, including loss of use of property, arising or alleged to arise out of or in any way related to this contract or contractor's performance of the work or other activities of contractor, but only to the extent caused in whole or in part by any negligent act or omission of contractor or anyone directly or indirectly employed by contractor or anyone for whose acts contractor may be liable. Notwithstanding the foregoing, to the fullest extent permitted by law, contractor shall indemnify, hold harmless and defend owner, and all of its officers, directors, agents and employees (the "indemnitees"), from and against all claims, damages, losses and expenses, including, but not limited to, attorneys fees, arising out of or resulting from bodily injury to, or sickness, disease or death of, any employee, agent or representative of contractor or any of its subcontractors, regardless of whether such claim, damage, loss or expense is caused, or is alleged to be caused, in whole or in part by the negligence of any indemnitee, it being the expressed intent of owner and contractor that in such event the contractor is to indemnify, hold harmless and defend the indemnitees from the consequences of their own negligence, whether it is or is alleged to be the sole or concurring cause of the bodily injury, sickness, disease or death of contractor's employee or the employee of any of its subcontractors. The indemnification obligations under this paragraph shall not be limited by any limitation on the amount or type of damage, compensation or benefits payable by or for contractor under workers compensation acts, disability benefit acts or other employee benefit acts.

It is mutually understood and agreed that the assumption of liabilities and indemnification provided for in this agreement shall indefinitely survive any expiration, completion or termination of this agreement. In the event contractor and owner are found jointly liable by a court of competent jurisdiction, liability will be apportioned comparatively in accordance with the laws of the state of Texas, without waiving any governmental immunity available to the state under Texas law and without waiving any defenses of the parties under Texas law.

Approval and acceptance of Contractor's services by County shall not constitute nor be deemed a release of the responsibility and liability of Contractor for the accuracy and competency of their services; nor shall such approval and acceptance be deemed to be an assumption of such responsibility by the County for any defect, error or omission in the services performed by Contractor in this regard. Contractor shall defend, hold harmless and indemnify the County for damages resulting from such defects, errors or omissions.

No Indemnification by County: Awardee acknowledges and agrees that Dallas County does not have the ability under Article XI, Section 7 of the Texas Constitution to indemnify Awardee or any other third party for damages arising under this Contract.

Survival. These provisions shall survive completion, suspension, termination, expiration and/or cancellation of this Contract, or any determination that this Contract or any portion hereof is void, voidable, invalid or unenforceable.

TAXES

Dallas County, as a county of the State of Texas, is exempted from the payment of Texas state and local sales, excise, and use taxes pursuant to Texas Local Government Code § 151.309, and shall therefore not be liable or responsible to the Proposer for the payment of such taxes under this Contract.

The fees paid to Proposer pursuant to this Contract are inclusive of any applicable sales, use, personal property or other taxes attributable to periods on or after the applicable effective date of this Contract and based upon or measured by Proposer's cost in acquiring or providing products and/or Services and related materials and supplies furnished or used by Proposer in performing its obligations hereunder, including all personal property and use taxes, if any, due on equipment or software owned by Proposer.

Proposer accepts full and exclusive liability for the payment of any and all contributions or taxes for Social Security, Workers' Compensation Insurance, Unemployment Insurance, or Retirement Benefits, Pensions, or annuities now or hereafter imposed under any state or federal laws which are measured by the wages, salaries, or other remuneration pay to persons employed by Proposer for work performed under the terms of this Contract and agrees to indemnify and save harmless the County from any such contribution or taxes or liability.

SALARIES AND EXPENSES RELATING TO THE SUCCESSFUL PROPOSERS EMPLOYEES

The successful proposer shall pay all salaries and expenses of, and all Federal, Social Security taxes, Federal and State Unemployment taxes, and any similar taxes relating to its employees used in the performance of the contract. The successful proposer further agrees to comply with all Federal, State and local wage and hour laws and all licensing laws applicable to its employees or other personnel furnished under this agreement

WITHHOLDING/RETURN OF PAYMENT

Dallas County reserves the right to withhold payment to the Contractor or to require Contractor to return payment(s) received from Dallas County in the event Contractor performance does not comply with the provision of this agreement. Contractor agrees to return any unearned amounts paid by Dallas County within thirty (30) days following the final date of the contract period or within thirty (30) days following Dallas County delivery of a notice to the Contractor that amounts paid to be returned.

PAYMENT TERMS

Invoices accompanied by detailed supplements and other backup documentations are to be submitted in arrears, after services and/or goods have been received. Dallas County payment terms are Net 30 Days after receipt of invoice. Invoices shall be verified and approved by the Dallas County Auditors Office and subject to routine processing requirements. Payment will be authorized for all services covered under this contract upon completion of services in accordance with specification requirements and inspection of the products/services covered under this contract by Dallas County authorized representative. Payments made by the County shall not preclude the right of Dallas County from thereafter disputing any items involved or billed under this contract and shall not be construed as acceptance of any part of the services and/or goods. Dallas County requires timely and accurate accounting and billing information.

ASSIGNMENT

Contractors' assures that it will not transfer or assign its interest in this Contract without prior written consent of County. Contractors' understands that in the event that all or substantially all of Awardees' assets are acquired by another entity, Contractors' is still obligated to fulfill the terms and conditions of this Contract. County approval to transfer or assign Contractors' interest in this Contract to an entity that acquires all or substantially all of Awardees' assets is subject to formal approval by the Dallas County Commissioners Court.

AMENDMENTS AND CHANGES IN THE LAW

No modification, amendment, novation, renewal or other alteration of this Contract shall be effective unless mutually agreed upon in writing and executed by the parties hereto with final approval by the Dallas County Commissioners Court through Court Order. Any alteration, addition or deletion to the terms of this Contract which are required by changes in federal or State law are automatically incorporated herein without written amendment to this Contract and shall be effective on the date designated by said law.

NOTICES

Any notice to be given under this Contract shall be deemed to have been given if reduced to writing and delivered in person or mailed by overnight or Certified Mail (returned receipt request), postage pre-paid, to the party who is to receive such notice, demand or request at the addresses set forth in the contract agreement. Such notice, demand or request shall be deemed to have been given three (3) business days subsequent to the date it was so delivered or mailed.

INDEPENDENT CONTRACTOR

Proposer, including its agents or employees, is an independent contractor and not an agent, servant, joint enterpriser, joint venture or employee of the County, and is responsible for its own acts, forbearance, negligence and deeds, and for those of its agents or employees in conjunction with the performance of work covered under this Contract.

SUBCONTRACTING

Proposer may not enter into agreements with subcontractors for delivery of the designated Services outlined in this Contract without prior written consent of the County, which consent shall not be unreasonably withheld. The costs of all subcontracted services are included in the fees paid herein. Subcontracts, if any, entered into by the Proposer will be in writing and subject to all requirements herein. Proposer agrees that Proposer is solely responsible to County for the performance of this Contract. Proposer shall pay all subcontractors in a timely manner. County shall have the right to prohibit Proposer from using any subcontractor.

LITIGATION

In the best interest of the Dallas County, any Proposer who is currently involved, either directly or indirectly, with any litigation against or involving Dallas County may be disqualified and/or not considered for an award.

SOVEREIGN IMMUNITY

This Contract is expressly made subject to County's Sovereign Immunity, Title 5 of the Texas Civil Practices and Remedies Code, and all applicable federal and state laws. The parties expressly agree that no provision of this Contract is in any way intended to constitute a waiver of any immunities from suit or from liability that the County has by operation of law. Nothing in this Contract is intended to benefit any third party beneficiary.

DEFAULT/CUMULATIVE RIGHTS/MITIGATION

It is not a waiver of default if the non-defaulting party fails to immediately declare a default or delays in taking any action. The rights and remedies provided by this Contract are cumulative, and either party's use of any right or remedy will not preclude or waive its right to use any other remedy. These rights and remedies are in addition to any other rights the parties may have by law, statute, ordinance or otherwise. Proposer has a duty to mitigate damages.

LIABILITY FOR LOSS OF INFORMATION

In the event of loss of information or data due to negligence of Proposer or its employees, Proposer's liability for such loss shall be limited to the replacement or regeneration of the lost information or data by the methods or means deemed most suitable by Proposer for such regeneration or replacement.

TERMINATION FOR CONVENIENCE

County may terminate the Contract for convenience. County shall exercise its termination option by delivering to Proposer written notice of such termination identifying the termination date which shall be at least thirty (30) days after the date of such notice. In connection with any such termination County shall have no liability to Proposer for amounts in excess of the normal charges through the date of termination. After receipt of a notice of termination and except as otherwise directed by the County, the Proposer shall: Stop work under this Contract on the date and to the extent specified in such notice, and Complete performance of such part of the work as shall not have been terminated by such notice

Such notice of termination shall be by registered or certified mail, return receipts requested, and will be deemed given upon receipt of such notice by the other party.

TERMINATION FOR INSOLVENCY

County shall have the option to terminate the Contract in its entirety if Proposer (i) becomes insolvent or is unable to meet its debts as they mature, (ii) files a voluntary petition in bankruptcy or seeks reorganization or to effect a plan or other arrangement with creditors, (iii) files an answer or other pleading admitting, or fails to deny or contest, the material allegations of an involuntary petition filed against it pursuant to any applicable statute relating to bankruptcy or reorganization, (iv) shall be adjudicated a bankrupt or shall make an assignment for the benefit of its creditors generally, (v) shall apply for, consent to or acquiesce in the appointment of any receiver or trustee for all or a substantial part of its property, (vi) any such receiver or trustee shall appointed and shall not be discharged within thirty (30) days after date of such appointment.

TERMINATION FOR DEFAULT

County shall have the option to terminate the Contract, for cause: (i) for a material breach of such Contract by Proposer that is not cured by Proposer within ten (10) days of the date on which County provides written notice of breach; (ii) for a material breach of such Contract by Proposer that is not reasonably subject to cure within ten (10) days after it occurrence; (iii) if it is determined by County, that there exists a plurality of non-material breaches by Proposer that have a material adverse impact on of services. In the event that the County terminates this Contract in whole or in part, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and services similar to those so terminated. The Proposer shall be liable to the County for any and all excess costs incurred by the County, as determined by the County, for such similar goods and services.

County shall exercise its termination option by delivering the termination date which shall be at least ten (10) days from the date such termination notice is delivered to Proposer . Such notice of termination shall be by registered or certified mail, return receipts requested, and will be deemed given upon receipt of such notice by the other party.

TERMINATION FOR NON PERFORMANCE

County may suspend, terminate, or modify this contract immediately upon written notice to the Contractor in the event of a non-performance of stated objectives or other material breach of contractual obligations; or upon the happening of any event which would jeopardize the ability of the Contractor to perform any of its contractual obligations. If the Contractor should persistently or repeatedly refuse or should fail, except in cases for which extension of time is provided, to provide enough properly skilled workers or proper materials, or persistently disregard laws and ordinances, or not proceed with work or otherwise be guilty of, a substantial violation of any provision of this Contract, then the County may terminate this Contract. Prior to termination of this Contract, the County shall give the Contractor ten (10) days written notice.

Upon receipt of such termination notice, the Contractor shall be allowed (10) days to cure such deficiencies or non-performance issues.

MONETARY RESTITUTION

In the event the contract is prematurely terminated due to breach, non-performance and/or withdrawal by the contractor, Dallas County reserves the right to seek monetary restitution (to include but not limited to; withholding of monies owed) from the contractor to cover costs for interim services and/or to cover the difference of a higher cost (difference between termination Contractor's rate and new company's rate) beginning the date of Contractor's termination through the contract expiration date. In the event civil suit is filed to enforce this provision, Dallas County will seek its attorney's fees and cost of suit from the Contractor.

SEVERABILITY

If any provision of this Contract is construed to be illegal or invalid, this will not affect the legality or validity of any of the other provisions in this Contract. The illegal or invalid provision will be deemed stricken and deleted, but all other provisions shall continue and be given effect as if the illegal or invalid provisions had never been incorporated.

PROPOSER'S PROFESSIONAL WARRANTIES

- I. No Actions, Suits, or Proceedings: Proposer warrants that there are no actions, suits, or proceedings, pending or threatened, that will have a material adverse effect on Proposer's ability to fulfill its obligations under this Contract. Proposer further warrants that it will notify County immediately if Proposer becomes aware of any action, suit, or proceeding, pending or threatened, which will have a material adverse effect of Proposer's ability to fulfill the obligations under this Contract.
- II. Warranty of Proposer's Capability: Proposer warrants that it is financially capable of fulfilling all requirements of this Contract and that Proposer is a validly organized entity that has the authority to enter into this Contract. Proposer warrants that it is not prohibited by any loan, contract, financing arrangement, trade covenant, or similar restriction from entering into this Contract.
- III. Professional Quality: Proposer warrants to County that all materials and Services will be of professional quality conforming to generally accepted practices, and that all

Services provided under this Contract will be performed in a manner consistent with that degree of care, qualification and skill ordinarily exercised by members of the same profession currently practicing under similar circumstances. If there are no applicable or recognized professional standards in the applicable area or areas of expertise required to perform such Services, then Proposer will perform all Services in a good and professional manner that meets County's goals and objectives as stated herein as well as otherwise adds value to and/or improves the performance of County's expectations, objectives and purposes as stated in this Contract. Any work that is determined by County to be less than professional quality will be corrected without charge. This warranty extends for ninety (90) business days past termination or expiration of this Contract. This warranty is limited to rework of the unsatisfactory service or product without change to the original specifications and without regard to the amount of the effort expended on the original service or work product.

ASSURANCES

- I. Proposer agrees to establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest or personal gain.
- II. Proposer assures that neither it nor its employees, volunteers, agents or officers shall receive personal benefits, commission, consideration, or gains in performance of the Services outlined in this Contract. Furthermore, Proposer agrees to disclose prior to commencement of a particular assignment any material/financial interests that it or a third party may have in the Services required under this Contract.
- III. Proposer assures that funds received pursuant to this Contract will not be used for lobbying the Texas legislature or any governmental agency in connection with a particular contract.
- IV. Proposer shall pay all subcontractors in a timely manner. County shall have no liability to any subcontractors in the event Proposer does not pay or delays payment to any subcontractors. At termination or expiration of this Contract, Proposer shall deliver to County an affidavit of all bills paid. Final payment shall be contingent upon receipt of such affidavits as resolution of all accounting for which County is or may be liable under this Contract.
 - a. Under Section 231.006, Texas Family Code, Proposer certifies to County that the owner(s) of at least a 25% interest in the organization is not delinquent in any child support obligation that renders him/her ineligible to receive payment under the terms of this Contract. Proposer hereby acknowledges that this Contract may be terminated and payment may be withheld if this Certification is inaccurate.
 - b. Proposer certifies that neither it nor any of its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participating in this Contract by any Federal department or agency.

- c. Proposer assures that it shall not receive personal benefits or gains in performance of the Services outlined in this Contract. Furthermore, Proposer agrees to disclose prior to commencement of a particular assignment any material/financial interests that it or a third party may have in the Services required under this Contract.
- d. Best Efforts to Minimize Costs to County: Proposer shall use its best efforts to complete each assigned task in as economical a manner as possible and to minimize any charges incurred in connection therewith to the maximum extent possible, consistent with Proposer's other obligations under this Contract.
- e. Failure to comply with any of these assurances or any other requirements specified within this Contract will put Proposer in default and/or breach of this Contract and may result, at the sole discretion of County, in the disallowance of funds and the withholding of future awards, in addition to any other remedies permitted by law.
- f. Governmental Consent: Proposer warrants that no consent, approval, or withholding of objection is required from any governmental authority with respect to the entering into or the performance of this Contract.
- g. Corporate Good Standing: Proposer represents and warrants that it: (i) is a corporation duly incorporated, validly existing and in good standing; (ii) has all requisite corporate power and authority to execute, deliver and perform its obligations hereunder; (iii) is duly licensed, authorized or qualified to do business and is in good standing in every jurisdiction in which a license, authorization or qualification is required for the ownership or leasing of its assets or the transaction of business of the character transacted by it except when the failure to be so licensed, authorized or qualified would not have a material adverse effect on Proposer's ability to fulfill its obligations hereunder.

RECORD KEEPING AND AUDIT

Proposer, at its sole expense, must make all of its facilities and related documentation available to Dallas County or designated third party the on-site right to review, examine, and audit all financials, records, books, papers, documents, expenditures incurred, and other pertinent records or documents relating to any contract resulting from this RFP/RFQ held by Contractor, as requested, and shall have absolute right to monitor the performance of Contractor in the delivery of services provided under this Contract.

AVAILABILITY AND RETENTION OF RECORDS

All records pertaining to services delivered and all financial books, records, statistical and management books and records shall be available for examination and audit by County, Federal, State and/or the County duly authorized representatives for a period of not less than five (5) years after final payment of the Contractor's fee expenses under the Contract or until all pending County, State, and Federal audits are completed, whichever is later.

All records related to this Contract must be kept in a single location, either at the Contractor's principle place of business or its place of business where the work was done. If this is not practical, the Contractor will assume the cost of collecting, organizing, and relocating the records and any technology needed to access the records to the Contractor's office nearest Dallas County, Texas whenever the County or anyone else with audit rights requests access to the Contractor's records associated with the services covered under this RFP/RFQ. The Contractor will do so with all due speed, not to exceed five (5) business days. If any audit reveals any material deviation from the RFP/RFQ's service and specification requirements, any misrepresentation, or any overcharge to the Dallas County, the County will be entitled to recover damages, as well as the cost of the audit.

ADEQUACY OF RECORDS

If the Contractor's books, records and other documents relevant to this Contract are not sufficient to support and document that allowable services were provided to eligible clients the Contractor shall reimburse Dallas County for the services not so adequately supported and documented.

AUDIT DISALLOWANCE

If at any time it is determined by the County that a cost for which payment has been made is disallowed cost, the County shall notify the Contractor in writing of the disallowance and the required course of action, which shall be at the option of the County either to adjust any future claim submitted by the Contractor by the amount of the disallowance or to require repayment of the disallowed amount by the Contractor forthwith issuing a check payable to Dallas County.

CONFLICT OF INTEREST

No official or employee shall have any financial interest, direct or indirect, in any contract with the County or be financially interested, directly or indirectly, in the sale to the County of any land, materials, supplies or services, except on behalf of the County as an official or employee. Any violation of this section, with knowledge, expresses or implied, of the person or corporation contracting with the County shall render the Contract involved voidable by the Commissioners Court of Dallas County. It is the responsibility of the contractor during all phases of the Contract process to notify the County in writing of any potential conflict of interest.

Contractor covenants that neither it nor any member of its agency presently has any interest or shall acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of this contract. Contractor further covenants that in the performance of this contract no person having such interest shall be employed or appointed by contractor.

ANTI-KICKBACK CLAUSE

Contractor hereby certifies that it will comply with all applicable "Anti-Kickback" Laws (including (18 USC 874) as supplemented in Department of Labor regulations (29 CFR, Part 3), and shall insert appropriate provisions in all subcontracts covering work under this Agreement

POLITICAL ACTIVITY PROHIBITED

None of the funds provided under this agreement shall be used for influencing the outcome of any election, or the passage or defeat of any legislative measure. This prohibition shall not be construed to prevent its governing body upon request or to any other local or state official or employee or to any citizen information in the hands of the employee or official not considered under law to be confidential information. Any action taken against an employee or official for supplying such information shall subject the person initiating the action to immediate dismissal from employment.

No funds provided under this agreement may be used directly or indirectly to hire employees or in any other way fund or support candidates for the legislative, executive, or judicial branches of government of Contractor, the State of Texas, or the government of the United States.

None of the funds provided under this agreement shall be paid to any official or employee who violates any of the provisions of this section.

COLLUSION

Proposer expressly warrants and certifies that neither the Proposer nor its employees or associates has directly or indirectly entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competition in conjunction with the Proposal or Contract. This paragraph does not however, preclude two or more supplier of certain parts of the requirements from presenting a combined or joint proposal for the purpose of providing a complete Proposal.

NEPOTISM

No person (1) Who is an employee, agent, consultant, officer, or official of the contractor and who exercises or has exercised any functions or responsibilities with respect to assisted contract activities; or (2) Who is in a position to participate in a decision making process or gains inside information with regard to such activities, may obtain a personal or financial interest or benefit, direct or indirect, in any contract, subcontract, or agreement with respect thereto, or the proceeds thereunder, either for themselves or those with whom they have family or business ties, during their tenure.

NON-DISCRIMINATION/AFFIRMATIVE ACTION

This Contract is subject to applicable federal and state laws and executive orders, including the Fair Labor Standards Act of 1938, relating to equal opportunity and nondiscrimination in employment. Neither Proposer nor its agents or subcontractors shall discriminate in their

employment practices against any person by reason of disability, age, race, creed, national origin, color, religion, sex, political affiliation, or veteran status.

Proposer agrees to comply with Title VI of the Civil Rights Act of 1964, Executive Order 11246 (Public Law 88- 352), Section 504 of the Rehabilitation Act of 1973 (Public Law 93-112), The Americans with Disabilities Act of 1990 (Public Law 101-336), and all amendments to each, and all requirements imposed by the regulations issued pursuant to these Acts. In addition, Proposer agrees to comply with Title 40, Chapter 73, of the Texas Administrative Code. These provide in part that no persons in the United States must, on the grounds of disability, age, race, creed, national origin, color, religion, sex, political affiliation, or veteran status, be excluded from, be denied the benefit of or be subjected to discrimination under any program or activity funded in whole or in part under this Contract.

Proposer agrees to comply and to cause its agents and subcontractors to comply, with the provisions of said laws and orders to the extent any such laws and orders are applicable in the performance of this Contract.

SECTARIAN ACTIVITY

Contractor expressly warrants and certifies that no funds under this contract are used either directly or indirectly, in the support of any religious or anti-religious activity, worship, or instruction.

FEDERAL DEBARRED VENDORS

No products and/or services utilizing Federal funds may be procured from vendors that are listed (debarred or otherwise suspended) on System for Award Management (SAM) formerly known as the Federal Excluded Parties List. Government requirements for non-procurement suspension and debarment are contained in the OBM guidance 2CFR, part 180 that implements Executive Orders 12549 and 12689 Debarment and Suspension. Dallas County reserves the right to reject from award consideration and/or terminate any contract with any vendor found to be suspended, ineligible and/or debarred as outlined herein.

DISCLOSURE FORM CIQ

Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that any Proposer or person considering doing business with a local government entity disclose in the Questionnaire Form CIQ, the Proposer or person's affiliation or business relationship that might cause a conflict of interest with a local government entity. By law, this questionnaire must be filed with the records administrator of Dallas County no 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. The questionnaire is included in this solicitation. By submitting a response to this request, the Proposer represents that it is in compliance with the requirements of Chapter 176 of the Texas Local Government Code. Please send completed forms to the Dallas County Clerk at 509 Main Street, 2nd Floor, Dallas, Texas 75202.

TWELVE (12) MONTH WAITING PERIOD FOR EMPLOYMENT OF CERTAIN FORMER COUNTY EMPLOYEES

In accordance with the County's Transparency Policy, any firm awarded a contract for the Procurement of goods or services shall be prohibited from hiring any individual who has previously worked for the County and in that capacity either evaluated, recommended, approved, monitored, or managed a contract involving that firm no sooner than twelve months after that individual has ceased to work for or be employed by the County. Failure to adhere to such a contractual requirement may result in the termination of the contract with the County.

AUTHORITY TO TRANSACT BUSINESS IN THE STATE OF TEXAS

Pursuant to Sec. 9.001 of the Texas Business Organization Code, non-Texas entities, including, but not limited to corporations, limited partnerships, and limited liability companies must have an application for registration filed with the Texas Secretary of State and shall provide to Dallas County a Certificate of Status issued by the Texas Secretary of State that serves as official evidence of the entity's existence or authority to transact business in Texas. To transact business with Dallas County, all entities must be in legal compliance pursuant to applicable laws, and shall provide to Dallas County evidence of said compliance.

USE OF CONTRACT BY OTHER POLITICAL JURISDICTIONS

In accordance with Article 791.025 of the Texas Government Code, governmental agencies (local, state) may request to utilize County contract by executing an interlocal agreement with Dallas County to do so. Proposers are advised that all awarded contracts may be extended, with the authorization of the Proposer, to others. If any other jurisdiction or political jurisdictions is authorized, their ordering of services/goods shall be at the prices, terms and conditions as of the results the final contract. The Contractor(s) must deal directly with that jurisdiction or political subdivision concerning the placement of orders, services, issuance of purchase orders, contractual disputes, invoicing and payment. Dallas County acts only as the "Contracting Agent" for these jurisdictions and political subdivisions. Failure to extend a contract to any jurisdiction will have no effect on consideration of your offer.

Each participating jurisdiction and political subdivision has the option of executing a separate contract with the awardee. Contracts entered into with them may contain general terms and conditions unique to those jurisdictions and political subdivisions covering minority participation, non-discrimination, etc. If, when preparing such a contract, the general terms and conditions of a jurisdiction are unacceptable to the awardee, the awardee may withdraw its extension of the award to that jurisdiction.

Dallas County is indemnified against any and all claims that may arise from Interlocal Agreements entered into by the Contractor and by another jurisdiction as a result of any award extended to that jurisdiction or political subdivision by the awardee.

COUNTERPARTS, NUMBER/GENDER AND HEADINGS

This Contract may be executed in multiple counterparts, each of which shall be deemed an original, but all of which shall constitute one and the same instrument. Words of any gender used in this Contract shall be held and construed to include any other gender any words in

the singular shall include the plural and vice versa, unless the context clearly requires otherwise. Headings herein are for the convenience of reference only and shall not be considered in any interpretation of this Contract.

RFP

ATTACHMENT S
SBE PROGRAM AND FORMS



SBE LANGUAGE FOR RFP SOLICITATIONS

REQUEST FOR PROPOSAL (RFP)

7.0 SMALL BUSINESS ENTERPRISE (SBE) PROGRAM

7.1. Definitions.

- 7.1.1. The term “**Commercially Useful Function**” is defined as a business that is directly responsible for providing the supplies or services to Dallas County as required by the solicitation or request quotes, bids or proposals. A firm is considered to perform a commercially useful function when responsible for the execution of a distinct element of the work of a contract and carries out its responsibilities by actually performing, managing and supervising the work involved. Example: A business that stocks sufficient quantities of supplies in direct inventory, which is being held for sale or resale, to cover anticipated future demands for the suppliers is considered to be performing a commercially useful function.
- 7.1.2. A “**Contractor**” is defined as one who participates, through a contract or any other contractual agreement in a County funded contract opportunity for work, labor, services, supplies, equipment, materials, goods or any combination of the aforementioned. For purposes of this Section, a Contractor is any individual, company, or other entity seeking to do work for Dallas County regardless of the method used to procure the services or products, including but not limited to bid or solicitation. A Contractor includes but is not limited to a contractor, consultant, or vendor.
- 7.1.3. The term “**Director of Small Business Enterprise**” shall mean the Director of the County’s Office of Small Business Enterprise and/or her/his designee.
- 7.1.4. The term “**Contract Administration**” shall mean the County Purchasing Department and/or its designee.
- 7.1.5. The “**Contract Administration Supervisor**” shall mean the Purchasing Director and/or his or her designee.
- 7.1.6. **Equal Employment Opportunity Requirements.** It is the policy of Dallas County to ensure non-discrimination in the award and administration of contracts. The Contractor or Subcontractor shall not discriminate on the basis of race, color, national origin, disability, veteran status, religion, or sex in the performance of any Dallas County contract.
- 7.1.7. **Good Faith Effort Plan.** The plan submitted with a Submittal detailing the Respondent’s efforts to achieve the set aspirational goal or documenting the Good Faith Efforts to meet the goals for all elements the Solicitation. A Good Faith Effort Plan must be submitted with a Submittal for any Dallas County projects in which goals have been established.

7.1.8 Metropolitan Statistical Area (MSA). The Dallas County MSA includes the following counties: Dallas, Tarrant, Denton and Collin.

7.1.9 Small Business Enterprise. It is the policy of Dallas County to support the growth and development of Small Business Enterprise (“SBE”) and ensure that SBEs have an equal opportunity to compete for and participate in Dallas County contracts. Thus, Dallas County Commissioners Court has created the Office of Small Business Enterprise to establish and oversee a Diversity Program to ensure that SBEs have an equal opportunity to compete for and participate in Dallas County contracts. It is Dallas County’s intent to:

- Ensure nondiscrimination in the award and administration of Dallas County contracts.
- Create a level playing field on which small businesses can compete fairly for Dallas County contracts; and
- Ensure that only firms who attempt in good faith to meet the SBE good faith efforts are considered for applicable contract awards.

Consequently, the contractor shall carry out applicable requirements of the good faith effort in its proposal/bid hereunder and, if awarded the contract, the award and administration of the Contract.

7.2 SBE Goals, Good Faith Efforts and Eligibility.

The Director of Small Business Enterprise and the Contract Administration Supervisor set the annual SBE participation contracting/subcontracting aspirational SBE goals for each contract. The contracting/subcontracting goals for this contract will be based on meeting or exceeding the **minimum aspirational SBE goal of 40%**, unless good cause exists for failing to meet the goal. The SBE aspirational goal is based on the total dollar amount of the contract.

To be eligible for points, firms (contractors and/or subcontractors):

- a) Must be certified as an SBE by the following County approved entities: North Texas Regional Certification Agency (NCTRCA), DFW Minority Supplier Development Council and/or the Women’s Business Council of Southwest, at the time of the proposal/bid submission. Other certifications are not acceptable.
- b) 51% or more owned and controlled
- c) Firm must be organized as for-profit business
- d) To be recognized by the County as a **qualified SBE firm**, as defined pursuant to Section 3 of the Small Business Act and relevant regulations, an SBE is a firm for which the gross revenues or number of employees averaged over the past three years, inclusive of any affiliates, is as defined by 13 C.F.R. Sec. 121.2; and
- e) All eligible firms must also perform a commercially useful function on the project and have a local presence in Dallas County Metropolitan Statistical Area (MSA) in order to be counted for SBE points. The MSA includes the following counties: Dallas, Tarrant, Denton and Collin.

7.3 SBE Scoring

The maximum number of points to be earned is 15 points. Self-performance and subcontracting may be used to achieve the aspirational goals and earn points.

- a) Certified SBE Prime Contractor: **5 points**
- b) Subcontracting to a Certified SBE Firm: **Up to 10 Points**
 - SBE Participation Percentage between 1% and 9.99% = **2 points**
 - SBE Participation Percentage between 10% and 19.99% = **4 points**
 - SBE Participation Percentage between 20% and 29.99% = **6 points**
 - SBE Participation Percentage between 30% and 39.99% = **8 points**
 - SBE Participation Percentage meeting or exceeding 40.00% = **10 Points**

The SBE or certified sub-contractor aspirational goal is expressed as a percentage of the total dollar amount of the contract going to SBE or certified Sub-Contractor for those areas which the Contractor has sub-contracted or anticipates sub-contracting. The aspirational goal shall also apply to contract amendments that require work beyond the scope of services originally required to accomplish the project.

The Respondent agrees to employ good faith efforts through the award of subcontractors to eligible SBEs and certified firms to the fullest extent possible.

Dallas County's Good Faith Effort Plan (GFEP) will be used for scoring purposes based upon SBE and other eligible certified firm's participation. However, all subcontractors and/or suppliers, whether certified or not, must be listed in the GFEP. The information provided in the GFEP Form will be utilized in the development of the final contract/agreement. This form is required and considered to be a part of the response to the RFP. **Should the Good Faith Effort Plan or any of the specified documents listed below be incomplete, not signed, and/or not submitted, the proposal/bid may be deemed non-responsive.**

7.4 Each Contractor must include with its proposal/bid, the following documents:

- Completed and signed **Good Faith Effort Plan**, executed by an authorized representative; and
- Completed and signed **Small Business Utilization Affidavit**, executed by an authorized representative; and
- A signed and executed **Subcontractor Intent Form**, executed by an authorized representative (prime and subcontractor).

Note: All forms must be complete in their entirety and submitted as part of a Respondent's Proposal.

The County reserves the right to accept or reject any certified firm, and in its sole discretion is not bound by the certifying bodies' determination if the County has a good faith basis for concern regarding the eligibility of the firm to meet SBE guidelines or standards. A Contractor whose proposed certified firm is rejected may contest in writing to the Office of Small Business Enterprise, in accordance with the SBE Policy. The denial of SBE certification by the Office of Small Business Enterprise is excluded from the Dallas County Purchasing Code of Ethics Protests Procedure and is exclusively governed by the appeal process set forth in the SBE Policy.

7.7. SBE Reporting. The Contractor and its subcontractors are required to electronically submit subcontractor payment information using the County's Compliance Reporting System (CRS), accessed through a link on the Dallas County SBE webpage. The Contractor and all subcontractors will be provided a unique log-in credential and password to access Compliance Reporting System.

Training on the use of the system will be provided by Dallas County's Office for Small Business Enterprise. After the prime receives payment from the County, electronic submittals will require data entry of the amount paid to each subcontractor listed on the Contractor's Good Faith Effort Plan.

- 7.8. **Contracting.** If awarded the contract, the Contractor agrees to be bound by the policies and guidelines set forth in the County's SBE Policy, which may be incorporated into the contract. If a conflict exists between the SBE section of the solicitation and the County SBE Policy, the language in the solicitation governs.

**MANDATORY
SBE SOLICITATION ATTACHMENTS**



SMALL BUSINESS UTILIZATION AFFIDAVIT

It is the policy of Dallas County to encourage the inclusion of qualified Small Business Enterprises (SBEs) to the greatest extent feasible on the County's construction, procurement and professional services contracts. Neither the County, nor its Contractors and their subcontractors shall discriminate on the basis of race, age, color, religion, national origin, or sex in the award and performance of contracts. In consideration of this policy, Dallas County has adopted the Small Business Enterprise Policy for all County contracts.

Small Business Enterprise Participation Goals

The solicitation bidding plan establishes subcontracting goals and requirements for all prospective bidders to ensure reasonable degree of SBE meaningful business utilization and participation in County contracts. It is the goal of Dallas County that a certain percentage of work under each contract be executed by one or more SBEs. For the purposes of participation percentages, Dallas County does not include amounts paid to the prime by the sub-contractor.

The apparent proposer shall agree to meet the established goals or must demonstrate and document a "good faith effort" to include SBEs in subcontracting opportunities. The apparent proposer who fails to adequately document good faith efforts to subcontract or purchase significant material supplies from SBEs may be denied award of the contract by Dallas County based on the contractor's failure to be a "responsive" or "responsible" bidder.

By signing below, I agree to provide Dallas County, Small Business Enterprise Department a completed copy of all required forms. I understand that, for the purpose of SBE subcontracting participation, any amounts paid to the prime from the sub-contractor should not be included in the above listed participation amount. Finally, I understand that if I fail to provide all of the required documents within five (5) business days after notification, my bid may be deemed "non-responsive" and I may be denied award of the contract.

Solicitation Number: _____

Company Name: _____

Typed or Printed Name of Certifying Official of Company

Date

Signature of Certifying Official of Company

Title



Small Business Enterprise Program Utilization Form

Solicitation/Project Name: _____ Solicitation #: _____

Firm Name: _____ Firm Phone # _____

Firm Address: _____ City: _____ State: _____ Zip: _____

Compliance Contact: _____ Phone #: _____ Email Address: _____

Is Your Firm Certified: _____ Certifying Agency: DFWMSDC _____ NCTRCA _____ WBC-Southwest _____ Other: _____

Total Bid Amount: _____ Amount self-performed: _____ Percentage self-performed: _____

Utilization Plan

List the firms that will be utilized on the project. Provide copies of correspondence.

| SBE certified subcontractors/suppliers | | | | | | | | | |
|---|------|-------------------------|---------|-----------------------|--------------|------------|--------------------|---------------|---------------|
| Firm Name & SBE Certification # | Tier | Person Contacted & Date | Address | Phone & Email Address | Type of Work | NAICS Code | Local or Non-Local | Dollar Amount | % of contract |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | Total | \$ | % |



| Non SBE certified subcontractors/suppliers | | | | | | | | | |
|---|------|-------------------------|---------|-----------------------|--------------|------------|--------------------|---------------|---------------------|
| Firm Name | Tier | Person Contacted & Date | Address | Phone & Email Address | Type of Work | NAICS Code | Local or Non-Local | Dollar Amount | % of Total Contract |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | Total | \$ | % |

Prime Printed Name: _____ Title: _____ Signature: _____ Date: _____

For Use by SBE Office Only

SBE Compliance Officer: _____ Date: _____

SBE Notes:



Good Faith Efforts Form

The Good Faith Efforts Form must be fully completed if the aspirational goal is **not** met.

1. Did you speak with or receive assistance from a staff member in the Small Business Enterprise

Department? _____ (Y/N) Name of staff member _____

2. Did you utilize a Dallas County SBE vendor list? If not, please explain?

| Vendor List Accessed | Date of Access |
|----------------------|----------------|
| | |

3. Did you provide written notice to potential SBE subcontractors, suppliers, and vendors? Written notice should include plans, specifications, subcontractor/supplier opportunities, and deadline for submission to respondent no less than 7 days before bid submission. Please provide copies of all correspondence, including accepted and rejected SBE bids or proposals, i.e. letters, memos, emails and phone calls.

| Firm Name & Address | Phone # | Person Contacted & Date | Type of Work | NAICS Code | SBE Certification No. | Response to Solicitation | Bid/Quote Amount | Company Selected (Y or N) |
|---------------------|---------|-------------------------|--------------|------------|-----------------------|--------------------------|------------------|---------------------------|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

4. If applicable, did you participate in the pre-bid meeting? _____



5. Did you identify and select specific work items to be performed and/or procurement to be fulfilled by SBEs? Please subdivide total contract work into smaller portions or quantities to permit maximum active participation by SBEs.

| | | |
|----|----|----|
| 1. | 2. | 3. |
| 4. | 5. | 6. |

6. Did you advertise in trade publications or with local advocacy organizations? The advertisement must identify and describe subcontracting opportunities in detail, including a contact person and deadlines. Please provide a copy.

| Publication Name | Date of Publication |
|------------------|---------------------|
| | |
| | |
| | |
| | |
| | |

Prime Printed Name: _____

Title: _____

Signature: _____

Date: _____

Small Business Enterprise

[Records Building](#) - 500 Elm Street, Suite 0300, Dallas, TX 75202
Telephone: (214) 653-6021 | E-Mail: sbe@dallascounty.org



DALLAS COUNTY
SUBCONTRACTOR INTENT FORM

To: Dallas County - Small Business Enterprise Department

Date:

Project Name:

Solicitation #:

Subcontractor on the project will provide the following good(s)/service(s):

to Prime Contractor on the project

SBE subcontractor is certified by the following agency: DFW Minority Supplier Development Council NCTRCA Women's Business Council SW

SBE Certification #: (Certification must be kept current/valid for the entire duration of this contract. Failure to comply with this provision could be subject to removal from contract.)

For the purposes of SBE subcontracting participation, Dallas County does not include amounts paid to the prime by the sub-contractor.

Total Contract Amount for prime: \$ Estimated Work Start Date:

Sub Participation Amount: \$ % Estimated Work End Date:

The undersigned intends to enter into a formal agreement with the subcontractor listed, conditioned upon being awarded the Dallas County contract. The undersigned understands that, for the purpose of SBE subcontracting participation, any amounts paid to the prime from the sub-contractor should not be included in the above listed participation amount. Before any subcontractor/supplier substitutions are made, the prime contractor must submit an SBE Substitution Request Form to The SBE Department for approval. Failure to comply with these provisions could result in termination of the contract, sanctions against the prime contractor, and/or ineligibility for future Dallas County contracts. The subcontractor's participation will be entered in B2GNow, Dallas County's compliance system, based upon this intent form.

Officer's Signature (Prime Contractor)

Officer's Signature (Subcontractor)

Printed Name (Prime Contractor)

Printed Name (Subcontractor)

Title (Prime Contractor)

Title (Subcontractor)

Date

Date

Please select or list all Chambers or Advocacy groups you are a member of:

Table with 3 columns: Group Name, Prime, Sub. Rows include Greater Dallas Asian American Chamber of Commerce, Greater Dallas Black Chamber of Commerce, Greater Dallas Hispanic Chamber of Commerce, U.S. Pan Asian American Chamber of Commerce, Asian Contractors Association, Regional Black Contractors Association, and Regional Hispanic Contractors Association.

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST



**REQUEST FOR PROPOSAL
IT END USER SUPPORT, ASSET MANAGEMENT AND IT EQUIPMENT WAREHOUSING SERVICES FOR
DALLAS COUNTY**

**Solicitation Number No.: 2026-027-7112,
 Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
 Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for
 Dallas County
 Proposal Due Date: 6/18/2026 at 2 PM CST**

Contents

I. Introduction, Purpose, and Intent..... 3

II. Minimum Qualifications 26

III. Compliance and Exit Conditions 27

IV. Evaluation Criteria..... 28

V. Proposal Format 29

VI. Documents Submitted with Proposal or Upon Request..... 47

X. Opening of Proposals 48

XI. Additional Questions and Answers During and/or After the Pre-Proposal Conference 48

XIII. Location and Invoicing 49

XIV. Communication..... 49

XV. Review of Proposals..... 50

XVI. Proposal Pricing..... 50

XVII. Insurance 51

XVIII. Discussion With Reasonably Qualified Proposals 55

XIX. Rejection or Acceptance of Proposals 55

XX. Late and Withdrawn Proposals 55

XXI. Confidentiality 55

XXII. Disqualification Of Proposers 56

XXIII. Permits Required by Law..... 56

XXIV. Records and Audit..... 56

XXV. Assignment of Contract..... 56

XXVI. Default by Proposer 56

XXVII. Termination 57

XXVIII. Miscellaneous..... 57

XXIX. Indemnity..... 58

XXX. Selection Process..... 58

XXXI. Development Costs 58

XXXII. Contract Award..... 58

XXXIII. Certificate of Interested Parties (Form 1295)..... 58

XXXV. Contract Provisions for Non-Federal Entity Contracts Under Federal Awards Contract Provisions 60

Exhibit A – Detailed KPIs, Metrics & Reporting Requirements 67

Exhibit B – Service Credit Model..... 68

Exhibit C – Minimum Staffing Matrix 69

Exhibit D – Transition & Exit Requirement 70

Exhibit E – Governance Model..... 71

Exhibit F – Systems & Process Responsibility Worksheet..... 72

Exhibit G– Integrated IT Managed Services Operating Model 73

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

I. Introduction, Purpose, and Intent

A. Introduction and Purpose

The purpose of this request for proposal (RFP) is to establish a Five-year-term service price agreement, with a one-year renewal option, and to invite qualified vendors to submit a proposal to provide end-user support services, asset management, and equipment warehousing across Dallas County.

Dallas County employees, elected officials, judicial staff, public safety personnel, health professionals, and administrative teams rely on secure, reliable, and responsive technology to deliver essential public services. The County's ability to serve residents, maintain critical operations, protect public safety and public health, and ensure continuity of government is directly dependent on the effectiveness of end-user computing and support services.

The services will support approximately 6,500 Full-Time Employees (FTEs), accounting for more than 10,000 devices and peripherals countywide, approximately 5,000 tickets per month, and an estimated 3,800 calls per month. Through this solicitation process, the County will continue to consolidate these three services into one solicitation, resulting in a single agreement. The Office of Information Technology is made up of nearly 200 employees and contractors across 7 divisions, working together to support the needs of the County.

Dallas County is issuing this Request for Proposal (RFP) to select a strategic managed services partner capable of delivering a comprehensive, modern End-User Support program. This includes Service Desk operations, desktop and field support, automation-enabled self-service, device lifecycle services, governance, asset management, IT warehousing, and continuous service improvement.

This RFP is not intended to procure staff augmentation. The County seeks a vendor accountable for outcomes, service quality, user experience, and operational excellence.

The purpose of this RFP is to provide fully managed End-User Support, Asset Management, and IT equipment warehousing services that:

- Improves productivity and user satisfaction across all County departments
- Strengthens reliability for County operations and mission-critical workloads (i.e. Sheriff, District Attorney, Courts, Elections, Human Health Services, Tax, etc.)
- Reduces repeat incidents and operational waste
- Enables automation, analytics, and self-service
- Provides predictable costs with enforceable service levels
- Transforms end-user support into a data-driven, continuously improving service

Strategic Goals of This Procurement:

- Improve productivity across all County departments
- Strengthen IT support reliability countywide
- Reduce downtime, repeat problems, and waste
- Shift IT staff toward modernization, automation, Artificial Intelligence (AI) enablement & digital services

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- Establish predictable cost structure with transparent outcomes and KPIs
- Transform Dallas County’s End-User Support function into a data-driven decision engine

B. Office of Information Technology - Organizational Overview

The IT Department consists of seven (7) divisions, as follows:

1. Strategy and Engagement
2. Office of Chief Information Officer (CIO)
3. Software Engineering (Law Enforcement, Justice, and Courts)
4. Software Engineering (Admin, Public Health, and Digital)
5. Enterprise Architecture, Data, Analytics, AI and Quality Engineering
6. Infrastructure and Operations
7. Information Security and Cybersecurity

C. Definitions:

a. General Service Terms

- **Managed Services** — A service delivery model in which the Vendor provides staffing, tools, processes, operational governance, and accountability for delivering defined service outcomes.
- **Service Desk** — The single point of contact (SPOC) responsible for providing Level 1 end-user support, including incident intake, service request fulfillment, triage, escalation, and communication.
- **Help Desk** — A legacy term referring to end-user technical support services, consolidated under the Service Desk for purposes of this Agreement.
- **Field Support** — On-site technical services including device troubleshooting, break/fix, imaging, deployment, moves/adds/changes (MAC), and physical asset support.
- **Break/Fix** — Reactive hardware or software support required to restore normal device or service functionality.
- **Incident** — An unplanned interruption to an IT service, reduction in service quality, or failure of an IT asset that impacts business operations.
- **Service Request** — A formal request from an end user for information, advice, access, equipment, or a standard service.
- **Escalation** — The formal process of transferring an issue to higher-level technical, operational, or managerial resources for resolution.
- **MAC (Moves, Adds, and Changes)** — Requests involving relocation, addition, removal, or modification of devices, users, or configurations.

b. Asset & Configuration Management Terms

- **Asset** — Any IT hardware, software, peripheral device, or associated component owned, leased, or managed by the Customer.
- **Peripheral Device** — Any accessory or supporting equipment connected to or used in conjunction with an IT asset, including monitors, docking stations, keyboards, headsets, webcams, chargers, printers, scanners, and connectivity accessories.
- **Configuration Item (CI)** — Any component that must be managed to deliver an IT service, including hardware, software, documentation, and services.
- **IT Asset Management (ITAM)** — The processes and practices used to manage IT assets throughout their lifecycle.

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- Configuration Management Database (CMDB) — A centralized repository containing information about configuration items (CIs) and their relationships.
 - Lifecycle Management — Management of assets from planning and procurement through deployment, operation, maintenance, retirement, and disposal.
 - Chain of Custody — Documented tracking of asset possession and movement throughout its lifecycle.
 - Inventory Accuracy — The percentage of assets correctly recorded in the system of record when compared to verified physical inventory.
 - Data Sanitization — Secure and irreversible removal of data from storage devices in accordance with NIST, DoD, or Customer-approved standards.
 - Certificate of Destruction (CoD) — Formal documentation certifying secure data erasure or physical destruction of storage media.
- c. Service Management, Performance & Governance Terms**
- Service-Level Agreement (SLA) — A binding, measurable performance commitment defining service delivery targets, performance thresholds, and associated service credits or penalties.
 - Operational-Level Agreement (OLA) — Internal performance agreements defining how internal and vendor support teams coordinate to meet SLA commitments.
 - Key Performance Indicator (KPI) — A quantifiable metric used to evaluate service effectiveness, efficiency, and quality.
 - Service Credit — A financial credit applied to the Vendor’s invoice for failure to meet contractual performance standards.
 - Root Cause Analysis (RCA) — A formal investigative process used to determine the underlying cause of service failures and prevent recurrence.
 - Corrective Action Plan (CAP) — A documented remediation plan to address identified deficiencies.
 - Material Breach — A significant failure to perform contractual obligations that may result in contract termination or other remedies.
 - CSAT (Customer Satisfaction Score) — A quantitative measure of end-user satisfaction derived from standardized surveys.
 - QBR (Quarterly Business Review) — Executive-level governance meeting reviewing service performance, financial trends, risks, and strategic planning.
- d. Security, Compliance & Regulatory Terms**
- Compliance — Adherence to applicable laws, regulations, policies, standards, and contractual requirements.
 - Audit — A formal inspection and verification of operational, financial, security, or compliance controls.
 - CJIS (Criminal Justice Information Services) — Federal and state regulatory requirements governing the access, handling, processing, and protection of criminal justice information.
 - HIPAA (Health Insurance Portability and Accountability Act) — Federal regulations governing the protection and confidentiality of Protected Health Information (PHI).
 - PCI-DSS (Payment Card Industry Data Security Standard) — Security standards governing the handling of payment card information.
 - NIST (National Institute of Standards and Technology) — U.S. federal agency publishing cybersecurity and data protection standards.
 - ISO 27001 — International standard for information security management systems (ISMS).

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- Secure Cage — A physically restricted and access-controlled area used for storing sensitive assets.
- Background Check — Formal verification of identity, employment, criminal history, and other screening measures required for personnel access.

e. Transition & Contract Terms

- Transition-In — The onboarding phase during which service responsibility is transferred to the Vendor.
- Transition-Out — The offboarding phase during which service responsibility is transferred back to the Customer or a successor provider.
- Knowledge Transfer — Formal documentation and training sessions provided to ensure continuity of operations.
- Service Commencement Date — The date on which contractual service obligations formally begin.

f. Acronyms

- SLA Service-Level Agreement
- OLA Operational-Level Agreement
- KPI Key Performance Indicator
- ITSM IT Service Management
- ITAM IT Asset Management
- CMDB Configuration Management Database
- CJIS Criminal Justice Information Services
- HIPAA Health Insurance Portability and Accountability Act
- PCI-DSS Payment Card Industry Data Security Standard
- NIST National Institute of Standards and Technology
- QBR Quarterly Business Review
- CSAT Customer Satisfaction Score

D. End User Support Services

Service Coverage and Availability

The vendor shall provide comprehensive End-User Support service coverage sufficient to meet the operational needs of Dallas County departments, including justice, public safety, health, and administrative operations. The selected vendor shall provide a fully managed End-User Support service covering Levels 0 through 2 supports, with escalation coordination for Levels 3 and 4.

Required Service Coverage:

- **Self-Service and Automation (L0):** 24×7×365 availability
- **Service Desk (L1):** 24 hours per day, 7 days per week, 365 days per year (24×7×365)
- **Field / Desktop Support (L2):**

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

- Core business hours: Monday through Friday, 7:00 a.m. – 5:00 p.m. local time (excluding County holidays)
- Extended hours, after-hours, and on-call support required for:
 - Courts and judicial operations
 - Public safety and detention facilities
 - Election-related operations
 - Declared major incidents and emergencies

The vendor shall maintain sufficient staffing, on-call resources, and escalation coverage to meet all SLAs regardless of time, location, or incident priority.

Geographic Coverage:

- Support shall be provided at all Dallas County-owned and leased facilities
- Vendor shall support County staff working remotely, in hybrid arrangements, and at temporary or mobile locations.
- End-user support technicians will be required to travel to various Dallas County facilities. Dallas County is not currently providing vehicles to the desktop support team under this RFP. Vendors shall include in their proposal any costs associated with technician travel, including company-provided vehicles, reimbursement for the use of personal vehicles, or a request for County-provided vehicles.
- Daily onsite support required for the following locations, 7 am – 5 pm Monday through Friday for the following critical locations (vendor to propose support model):

| Location | Address |
|--------------------------------------|---|
| George L. Allen, Sr. Courts Building | 600 Commerce Street, Dallas, TX 75202 |
| Records Building | 500 Elm Street, Dallas, TX 75202 |
| Frank Crowley Courts Building | 133 N. Riverfront Boulevard, Dallas, TX 75207 |
| Health & Human Services Building | 2377 N. Stemmons Freeway, Dallas, TX 75207 |
| Dallas County Elections Department | 1520 Round Table Drive, Dallas, TX 75247 |
| Henry Wade Juvenile Justice Center | 2600 Lone Star Drive, Dallas, TX 75212 |

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

| | |
|---|---|
| Juvenile Justice Alternative Education Program (JJAEP)* | 2600 Lone Star Drive, Dallas, TX 75212 <i>(often associated with the Henry Wade Juvenile Justice Center campus)</i> |
| Lew Sterrett Justice Center | 111 West Commerce Street, Dallas, TX 75202 |
| Letot Juvenile Center | 10525 Denton Drive, Dallas, TX 75220 |
| SWIFS (Southwest Institute of Forensic Sciences / Medical Examiner complex) | 2355 N. Stemmons Freeway, Dallas, TX 75207 |
| Other buildings as necessary | |

Surge and Event Coverage:

The vendor shall support surge operations, including but not limited to:

- Election cycles
- Disaster response and emergency operations
- Court schedule changes or extended sessions
- County-declared special events

No additional approval shall be required to invoke surge coverage when SLA compliance or public service continuity is at risk.

Service Model and Responsibilities

The selected vendor shall provide a fully managed End-User Support service covering Levels 0 through 2 supports, with escalation coordination for Levels 3 and 4.

| Support Level | Description | Responsibility |
|----------------------|--|--|
| L0 | Self-service, automation, knowledge, AI virtual agent | Vendor |
| L1 | 24x7x365 Service Desk intake and remote resolution | Vendor |
| L2 | On-site desktop and field support | Vendor |
| L3 | Engineering and system ownership | County, 3 rd -party Vendor coordination |
| L4 | Original Equipment Manufacturer (OEM) and third-party vendor support | 3 rd -party Vendor coordination |

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

The vendor shall maintain ownership of all tickets through resolution.

In-Scope Services

Services include, but are not limited to:

- Incident and service request intake, triage, resolution, and communication
- Multi-channel contact modes: phone, chat, email, portal, walk-up
- User access provisioning
- Remote access / Virtual Private Network (VPN) troubleshooting
 - The selected Vendor is not required to provide diagnostic software. Vendor staff will have access to built-in Windows 10/11 troubleshooting tools and the Microsoft System Center Configuration Manager (SCCM) Remote Control Viewer. If the Vendor proposes the use of additional tools to support service delivery, those tools must be identified and described in the Vendor’s proposal.
- Microsoft 365 (Outlook, Teams, SharePoint, OneDrive) end-user support
- Account unlocks, Multi-Factor Authentication (MFA) resets
- Desktop and laptop support (Windows, macOS, mobile devices)
- Device imaging, deployment, replacement, and redeployment
- Asset lifecycle support (deploy, move, change, retire, destroy)
- Support Microsoft Intune as our MDM tool for cell phones and MobileIron for iPads.
- CJIS-compliant support at specified facilities
- Very Important Person (VIP) and executive support services and critical operations
- Major Incident coordination and communication
 - Defined Major Incident criteria
 - Accelerated escalation procedures
 - Regular stakeholder communications
 - Post-incident review and root cause analysis
- Asset receiving logistics: coordinate with County as needed
- Emergency support at critical operations and/or buildings
- Knowledge Management
- Quality Assurance / Training

Systems & Assets Supported

The vendor shall provide support for the following systems, platforms, and asset categories. This list represents the minimum scope and is not exhaustive. The vendor shall support additional systems introduced during the contract term without degradation of service.

Vendor shall support the full lifecycle (install, troubleshoot, maintain, break/fix, replace, track) for:

End-User Computing Devices & Peripherals

- Desktops, laptops, tablets, rugged tables and mobile devices
- Wi-Fi hotspots

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- Peripheral and accessory support
- Remote support tools for diagnostics and resolution
- Desktop Voice over Internet Protocol (VoIP) phones
- Multi-Function printers (County-owned or leased)
- Scanners
- Universal Serial Bus (USB)-attached devices
- Barcode readers, special-purpose printers

Asset & Configuration Management Support

- Associate tickets with users, devices, and assets
- Update asset records based on incidents and requests
- Support asset lifecycle activities (deploy, move, change, retire, destruction)
- Keep accurate inventory + tracking of assets
- Work with County IT Asset Management processes
- New device staging and deployment
- Support for County IT Asset Disposition (ITAD) processes. This process is in Exhibit H of this solicitation document.

The vendor shall maintain accurate asset records and coordinate updates with the County CMDB and asset management systems.

Operating Systems and Core Software / Application

- Microsoft Windows 11 and successor versions, including some legacy Windows 10, etc.
- Desktop utilities (wireless configuration tools, browsers, Adobe Reader, etc.)
- Security stack – antivirus agent, endpoint protection, encryption
- Microsoft 365 productivity apps
- Desktop management tools (remote control, imaging, deployment)
- Support for County-approved applications (hardware layer)
- Browser-based and locally installed applications (hardware layer)
- Coordinate with application owners for escalations
- Maintain application-specific troubleshooting knowledge
- MacOS supported versions
- Mobile operating systems (iOS, Android) for County-issued devices

Security & Compliance

- Adhere to County security policies and standards. These policies and standards will be provided to the awarded Vendor.
- Support identity verification for users
- Protect sensitive and confidential data
- Comply with applicable public-sector regulations

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

Vendors must complete a worksheet identifying:

- Approach to supporting each system
- Tools required
- Any exceptions or exclusions
- Required integrations
- Describe their staffing model and skill mix
- Identify certifications held by proposed staff
- Describe onboarding and ongoing training programs
- Explain how staff performance and skills are evaluated

Processes (Aligned to Information Technology Infrastructure Library (ITIL))
 Vendor shall operate End-User Support using ITIL v4 service practices, including:

| ITIL Practice | Vendor Accountability |
|----------------------------------|---|
| Incident Management | Detect → log → triage → resolve → communicate |
| Service Request Management | Fulfillment workflows + automation |
| Problem Management | Root cause analysis, recurring-ticket elimination |
| Change Management | Adhere to Change Management, participate in Change Advisory Board (CAB), validate risk / schedule |
| Configuration & Asset Management | Maintain Configuration Management Database (CMDB) accuracy ≥95% |
| Knowledge Management | Publish ≥10 articles per month |
| Service Level Management | Produce reports; drive SLA improvement |
| Vendor Warranty Management | Coordinate OEM replacements |
| End-User Experience Management | Surveys, feedback loop, UX improvement |
| Workforce Capability | Training, staffing, CJIS compliance |

E. Asset Management, Inventory, and Equipment Warehousing

Dallas County seeks a qualified vendor to provide comprehensive IT Equipment Warehousing, Inventory Control, Asset Management, and Logistics Services supporting end-user computing devices, peripherals, network equipment, and other infrastructure hardware. Suggested warehouse size is between 10,000 square feet to 15,000 square feet.

The vendor shall maintain CJIS compliance certification, operate a dedicated secure storage cage for CJIS-regulated equipment, and implement contractual physical security controls meeting FBI CJIS Security Policy and Dallas County security standards. These controls shall include controlled facility access, video surveillance, alarm monitoring, chain-of-custody tracking, and County audit rights.

- Receiving, staging, kitting, distributing, and returning IT assets.
- Inventory accuracy, audits, and lifecycle tracking in ITAM system.

Scope of Services

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

The vendor shall provide full lifecycle warehousing and asset management services for the following categories:

End-User Devices

- Desktop computers
- Laptop computers
- Tablet computers
- Rugged tablets
- Mobile phones
- Wi-Fi hotspots
- Desktop VoIP phones

Peripherals & Accessories

- Monitors
- Docking stations
- Keyboards, mice, headsets
- Power adapters
- USB-attached devices
- Barcode readers
- Specialty printers
- Signature pads

Printing & Imaging Equipment

- Multi-Function Printers (County-owned or leased)
- Standalone printers
- Scanners

Network Equipment

- Switches
- Routers
- Wireless access points
- Firewalls

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- Network controllers
- Structured cable components
- Rack-mounted equipment

Infrastructure Equipment

- Servers
- Storage devices
- UPS systems
- Backup appliances
- Edge compute devices
- Internet of Things (IoT) devices deployed in County facilities

Warehousing Requirements

Secure Facility Requirements

Vendor shall provide a secure warehouse facility that includes:

- Access-controlled entry (badge access, visitor logs)
- Video surveillance (minimum 90-day retention)
- Segregated zones for:
 - New equipment
 - Staged devices
 - Returned equipment
 - Damaged equipment
 - Equipment pending disposal
- Fire suppression systems
- Climate-controlled environment

Insurance coverage for stored County assets

The Vendor must disclose warehouse location(s) and disaster recovery arrangements. The Evaluation Committee may conduct a site visit to these location(s). The Vendor must provide evidence that the warehouse and disaster recovery site(s) will be fully operational and compliant with contract requirements prior to performing any work under this contract. The proposed warehouse must be located within Dallas County and within a 25-mile radius of Downtown Dallas.

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

Inventory & Asset Management Controls

Vendor shall maintain full asset visibility and control across the lifecycle.

Asset Tracking Requirements

- All devices must be tagged upon receipt
 - Currently, desktops and laptops are managed in Ivanti Neurons, and asset tags are applied when equipment is received in the warehouse.
- Support barcode and/or Radio-Frequency Identification (RFID) tagging
- Track:
 - Serial number
 - Manufacturer
 - Model
 - Asset tag
 - Assigned department
 - Assigned user (if applicable)
 - Warranty information
 - Acquisition date
 - Funding source (if required)
 - Lifecycle stage

Configuration Management Database (CMDB) Integration

Vendor must:

- Integrate with County ITSM / ITAM platform (e.g., Ivanti or successor system)
- Update asset status within 24 hours of movement
- Support reconciliation between warehouse inventory and CMDB
- Maintain $\geq 98\%$ physical inventory accuracy

Inventory Reconciliation

Vendor shall perform:

- Monthly inventory reconciliation
- Quarterly audit-ready reporting

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

- Annual physical inventory certification
- Spot audits upon County request

Equipment Receiving & Intake

Vendor shall:

- Receive shipments from OEMs and authorized resellers
- Inspect shipments for damage
- Record serial numbers and asset details
- Tag equipment
- Update asset system
- Notify County of discrepancies within 1 business day

Device Imaging, Configuration & Staging

Vendor shall provide:

- Standard image deployment
- Device provisioning per County configuration standards
- Software installation & baseline security tools
- Basic Input/Output System (BIOS) configuration and encryption enablement
- Device labeling & packaging for distribution
- Kitting (device + accessories + documentation)

For network/infrastructure equipment:

- Rack labeling
- Firmware version tracking
- Configuration staging (if provided by County)

Logistics & Distribution

Vendor shall:

- Coordinate device shipment to County facilities
- Support field technician pickup
- Maintain chain-of-custody logs

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- Track equipment transfers between locations
- Support same-day dispatch for priority equipment
- Provide emergency equipment delivery capability

Returns, Repairs & Warranty Coordination

Vendor shall manage:

- Equipment returned from users
- Device sanitization and reset
- Diagnostic evaluation
- Repair coordination with OEM
- Warranty tracking and claim submission
- Replacement tracking
- Refurbishment eligibility

Disposal & Secure Decommissioning

Vendor must:

- Support secure data wiping in compliance with [National Institute of Standards and Technology \(NIST\) 800-88](#)
- Provide certificate of destruction
- Ensure environmentally compliant recycling
- Maintain audit logs of disposed assets
- Ensure zero residual data exposure

Reporting & Analytics

Vendor must provide:

- Monthly inventory summary
- Asset aging report
- Warranty expiration report
- Replacement forecasting report
- Deployment volume report
- Lost/stolen device report

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

- Disposal report
- Trend analytics

Dashboard access preferred.

Security & Compliance

Vendor must:

- Support CJIS-aligned handling where required
- Protect devices containing sensitive information
- Ensure encryption verification before redeployment
- Maintain documented chain-of-custody controls
- Immediately report loss, theft, or tampering

Transition Requirements

Vendor must provide:

- Inventory baseline reconciliation plan
- Migration of asset records
- Knowledge transfer plan
- Parallel-run inventory validation

F. Staffing & Qualifications Expectations

The vendor shall maintain staffing stability and actively manage personnel retention to minimize turnover and ensure continuity of service. The County reserves the right to request replacement of staff who do not meet the required skill, certification, or communication standards. Excessive staff turnover that negatively impacts service quality, knowledge retention, or SLA performance may be grounds for corrective action.

The vendor shall maintain adequate staffing levels to meet SLA and OLA commitments at all times. No offshoring: employee-facing support to be United States. based.

Minimum Roles

- Service Desk Analysts (24×7×365)
- Field / Desktop Technicians
- Service Delivery Manager (dedicated)
- Asset Management support roles

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- Dallas County requires a non-billable Program Manager.

Skills, Experience & Clearance

- CJIS-cleared staff required for justice system access
- Easily understandable spoken English strongly preferred
- ITIL training preferred; ITIL-certified leadership recommended
- Computing Technology Industry Association (CompTIA) A+ (or equivalent demonstrated experience)
- Microsoft certifications (e.g., Microsoft 365, Modern Desktop)
- Help Desk Institute (HDI) Support Center Analyst (HDI-SCA)
- ServiceNow or equivalent ITSM platform certifications
- Level 1 staff: Minimum 1–3 years of Help Desk or Service Desk experience
- Level 2 staff (if provided): Minimum 4–7 years of technical support experience
- Experience supporting large, distributed user environments preferred
- Public-sector or regulated-environment experience preferred
- Clear, professional spoken and written English preferred
- Ability to effectively communicate with non-technical users
- Strong customer service and interpersonal skills
- Ability to document issues, troubleshooting steps, and resolutions accurately

G. Service Levels, KPIs, and Performance Management

Priority Levels and SLAs

| Priority | Example | Response Time | Resolution Time |
|---------------|---|---------------|-------------------|
| P1 – Critical | Critical outage preventing work in courts/public safety | ≤ 5 minutes | ≤ 2 hours |
| P2 – High | Major user impact; 5+ users blocked | ≤ 15 minutes | ≤ 4 hours |
| P3 – Normal | Standard user impact | ≤ 1 hour | ≤ 2 business days |
| P4 – Low | Non-urgent | ≤ 4 hours | ≤ 3 business days |

Key Performance Indicators

- Recurrence eliminated: recurring issues must each have formal RCA & mitigation plan
- VIP service excellence for elected officials, judiciary, executive leadership
- Other KPIs:

| KPI | Target | Description | Measurement Method |
|-------------------------------------|---------------|---|---|
| Customer Satisfaction (CSAT) | ≥ 90% monthly | Measures overall end-user satisfaction with Service Desk and End-User Support interactions. Reflects quality, | Post-ticket survey responses; % of “Satisfied” or “Very Satisfied” responses over |

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

| KPI | Target | Description | Measurement Method |
|---|--------------------------------|--|--|
| | | professionalism, timeliness, and resolution effectiveness. | total survey responses for the month. |
| First Contact Resolution (FCR) | ≥ 70% overall | Percentage of tickets resolved during the first interaction without escalation or follow-up contact. Indicates effectiveness and knowledge depth of Level 1 support. | (# Tickets resolved during initial contact ÷ Total tickets received) × 100. |
| Level 1 Closure Rate | ≥ 80% | Percentage of total tickets fully resolved at Level 1 without requiring escalation to Level 2 or Level 3 resources. Measures Level 1 efficiency. | (# Tickets closed at Level 1 ÷ Total tickets logged) × 100. |
| Access Issue Resolution (Passwords / MFA / Lockouts) | ≥ 85% | Percentage of account access-related incidents resolved at first contact. Ensures rapid restoration of workforce productivity for common issues. | (# Password/MFA/Lockout tickets resolved at first contact ÷ Total access tickets) × 100. |
| Level 1 No-Escalation Rate | ≥ 65% | Measures tickets resolved at Level 1 that require no downstream engineering involvement. Focuses on reducing workload on higher s. | (# Tickets resolved at L1 with no L2/L3 involvement ÷ Total tickets) × 100. |
| Average Speed of Answer (ASA) | ≤ 60 seconds | Measures responsiveness of the Service Desk phone channel. Indicates user wait time before speaking to a live analyst. | Average time between call entry into queue and analyst answer. Measured monthly. |
| Call Abandonment Rate | ≤ 5% | Percentage of inbound calls terminated by users before being answered. Indicates adequacy of staffing and queue management. | (# Calls abandoned ÷ Total inbound calls) × 100. |
| Mean Time to Resolve (MTTR) | Quarter-over-quarter reduction | Average elapsed time from ticket creation to full resolution. Improvement over time demonstrates operational efficiency gains. | Average resolution time per ticket by priority; compared quarterly. |

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

| KPI | Target | Description | Measurement Method |
|---|------------------------|---|---|
| Automation-Driven Ticket Reduction | ≥ 10% annual reduction | Measures effectiveness of Level 0 automation, knowledge base, and self-service tools in reducing manual ticket volume year-over-year. | Year-over-year comparison of ticket volumes adjusted for workforce growth. |
| Asset & CMDB Accuracy | ≥ 95% | Measures integrity of configuration and asset records relative to physical inventory and deployment status. | (# Verified accurate assets ÷ Total assets sampled) × 100; validated via quarterly audit. |

Warehouse Performance Metrics (Warehouse SLAs)

| Metric | Target |
|--------------------------------|-------------------|
| Inventory Accuracy | ≥ 98% |
| Intake Processing Time | ≤ 1 business day |
| CMDB Update Time | ≤ 24 hours |
| Staging Time (standard device) | ≤ 2 business days |
| Emergency Dispatch | ≤ 4 hours |
| Disposal Certification | ≤ 5 business days |
| Warranty Claim Processing | ≤ 3 business days |

Vendor must include a quarterly Continuous Service Improvement Plan (CSIP) documenting how outcomes will improve each quarter.

This contract is outcome driven. The vendor will be evaluated on improvements in real County productivity and satisfaction — not activity, volume, or staffing levels.

H. SLA Enforcement

Failure to meet SLAs may result in service credits, corrective action plans, executive escalation, or termination for cause

Failure to meet KPIs/SLA thresholds will result in:

- 5% monthly invoice credit for P1/P2 SLA breaches
- 3% invoice credit for call handling failures
- 2% invoice credit for CSAT < 90%

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- If any KPI misses 2+ months in a quarter, County may require:
 - Written Corrective Action Plan
 - Mandatory executive accountability meeting
 - Option to terminate for cause under contract terms

I. Automation and Knowledge Management

The vendor shall implement an automation-first support strategy designed to reduce ticket volume and improve resolution speed.

Requirements include:

- AI-assisted virtual agent and self-service portal
- Automated password and MFA resets
- Auto-categorization and routing of tickets
- Continuous knowledge base development and governance
- Maintain a proactive content strategy, ensuring timely creation of valuable knowledge to meet evolving user needs and reduce support escalations
- Use knowledge to drive first-call resolution and self-service
- Ensure articles follow County governance standards

J. Governance & Reporting

Vendor must participate in County governance:

Required Cadence:

- Weekly Operations Review – live dashboard, backlog, escalations
- Monthly Performance Report – SLA, RCA, MTTR, problem trends, CSAT
- Quarterly Business Review (QBR) – roadmap & automation gains
- Annual Strategic Review – alignment to CIO technology strategy

Required Reporting Deliverables:

- Dashboard (real-time or near-real-time)
- Monthly metrics report
- Quarterly automation savings report
- Ticket trend analytics with recommendations
- Ticket volumes by agent, location, category, priority, and department
- SLA compliance and trends (monthly, quarterly, annual)

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- First-call resolution rates
- Average ticket response time for incidents by ticket priority level (critical, high, normal, & low)
- Average ticket resolution time for incidents by ticket priority level (critical, high, normal, & low)
- Ticket backlog count
- Customer satisfaction (CSAT)
- Knowledge usage and deflection metrics
- Monthly call volume
- Average time to answer calls
- Call abandonment
- Quarterly & annual reports as requested by Dallas County management
- Any ad hoc CMDB reports requested by staff
- Time to record new inventory or configuration items
- Time to enter new hardware or software items from project completion report
- End of month inventory levels
- Inventory accuracy $\geq 99\%$
- Any periodic audit reports completed by vendor during the month

K. Transition Requirements

a. IT End-user Support

- i. Vendor must submit a 60–90-day transition plan describing:
 1. Knowledge capture from incumbent and County staff
 2. Parallel service model prior to cutover
 3. Inventory validation & CMDB correction
 4. Tool integrations (remote control, call queues, ticketing)
 5. CJIS clearance onboarding timeline
 6. Communication plan for users
 7. Tool integration and configuration support
 8. Training for Help Desk agents
 9. Go-live readiness and stabilization support

No loss of coverage is permitted during transition.
P1/P2 support must remain uninterrupted.

b. Asset Management

Vendor must provide:

- i. Inventory baseline reconciliation plan
- ii. Migration of asset records
- iii. Knowledge transfer plan
- iv. Parallel-run inventory validation

c. Warehousing Transition Plan

Vendors must submit a 60–90-day transition plan describing:

- i. Provide a detailed transition plan for warehouse operations.

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

1. The current warehouse management services are outsourced to a third-party provider. Coordination efforts with the current third-party provider to ensure no disruption in service, loss of coverage, or loss of assets.

L. Customer Experience

- Professional, courteous, and responsive support
- Clear communication and status updates
- Survey users for satisfaction and feedback
- Continuous service improvement recommendations

M. ITSM / ITAM Platform

Vendor is responsible for the ITSM and ITAM systems.

Transition of Dallas County's ITSM and ITAM systems to a new platform (i.e., Service Now), including:

- System configuration and workflow creation
- Migration of existing tickets, incidents, assets, and configuration items
- Integration with endpoint management, reporting, and monitoring tools
- Staff training and knowledge transfer

Until the new platform is fully deployed, the vendor will utilize Ivanti Neurons for service and asset management.

N. Tools and Resources

The vendor will utilize a combination of Dallas County-provided tools and vendor-supplied resources to deliver services:

a. Call Center / Service Desk Resources

- The vendor must establish a call center with multiple active telephone lines.
- The vendor shall provide Service Desk support to Dallas County employees and contractors. All supported users conduct business in English; therefore, the vendor shall provide support services in English. No additional language support is required at this time unless requested by Dallas County.
- Phone lines must be integrated with Dallas County's Cisco Unified Communications Manager (Call Manager) for quality review, reporting, and analytics.
- Dallas County will provide access/licenses for:
 - Calabrio phone recording software
 - Cisco Call Manager
 - The call center location must be at the vendor's proposed facility. The evaluation committee may visit the proposed location.

b. IT Service Management & Asset Management Tools

- The vendor will be responsible for transitioning Dallas County's IT Service Management (ITSM) and IT Asset Management (ITAM) systems to a new platform (i.e., ServiceNow), including configuration, migration of existing data, integration with desktop management tools, reporting setup, workflow creation, and staff training.
- Until new platform is fully implemented, the vendor will continue to use Ivanti Neurons.

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- Dallas County will provide access for vendor staff to the Ivanti Neurons ITSM / ITAM application
- The vendor is not expected to configure or maintain the Ivanti application. Dallas County IT has staff that are responsible for management of this software.
- Ensure asset lifecycle and configuration management processes are fully functional in the platform.

c. Warehouse, Asset Management & Logistics Operations

The vendor shall provide and operate a dedicated, CJIS-compliant asset management warehouse to support endpoint lifecycle operations, which must be located at a vendor facility

- Warehouse Size & Capacity Requirements
 - Recommended warehouse size: 10,000 – 15,000 square feet
- Must support:
 - Secure receiving and inspection
 - Asset tagging and inventory management
 - Device imaging, staging, and configuration
 - Secure storage of desktops, laptops, tablets, phones, and peripherals
 - Repair triage and RMA handling
 - Secure disposal and e-waste processing coordination

d. CJIS Compliance & Physical Security Controls

The warehouse facility shall meet CJIS compliance certification requirements, including:

- CJIS-cleared staff with:
 - Background checks
 - Annual CJIS security awareness training
 - Executed CJIS Security Addendums
- Dedicated secure cage for CJIS-regulated devices, featuring:
 - Controlled electronic access
 - 24x7x365 video surveillance with a minimum 90-day retention
 - Intrusion detection and alarm monitoring
 - Visitor logging and escort requirements
- Contractual physical security controls, including:
 - Badge or biometric facility access
 - Continuous video surveillance
 - Alarm systems with forced-entry detection
 - Secure chain-of-custody tracking
 - County audit and inspection rights

e. Asset Management & Inventory Control

The vendor shall fully utilize Dallas County's IT Asset Management (ITAM) platform, transitioning to the new ITAM platform when implemented.

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- The vendor shall:
 - Perform asset receiving, tagging, imaging, staging, deployment, repair tracking, refresh lifecycle management, and secure disposal.
 - Maintain inventory accuracy $\geq 99\%$.
 - Conduct quarterly physical inventory audits and annual full reconciliation.
 - Provide monthly asset reporting, including aging, refresh planning, warranty tracking, and stock forecasting.
 - Maintain full chain-of-custody documentation for all assets, particularly CJIS-regulated equipment.
 - Asset record completeness $\geq 98\%$
 - Fulfillment SLA compliance $\geq 95\%$
 - Asset recovery SLA compliance $\geq 95\%$
 - Audit reconciliation accuracy $\geq 99\%$

f. System Access & Accounts

- Provided by Dallas County: Office 365 accounts, administrative accounts, Active Directory, System Center Configuration Manager (SCCM), Intune, and desktop utilities
- Vendor must maintain security and proper access for all staff.

g. Reporting

- Provided by Dallas County: Reporting capabilities via Ivanti Neurons, Power BI Cisco Call Manager, and Calabrio.
- Vendor may choose to utilize alternative reporting tools if approved and if they meet reporting requirements.

h. Professional Development & Training

- Vendor shall provide staff training, certifications, and professional development to maintain proficiency and meet SLA requirements.

O. Dallas County Responsibilities

During the RFP process, Dallas County’s responsibilities are limited to providing a Purchasing Department contact to respond to vendor questions.

Upon execution of a signed agreement, Dallas County will provide:

- Access to subject matter experts within the Office of Information Technology to support implementation, onboarding, and transition.
- Necessary software, systems, and credentials to enable successful operation of the Service Desk & Desktop Support Program, including ITSM/ITAM platforms and endpoint management tools.
- Dallas County will provide each on-site staff member with a single computing device appropriate to their role: either a laptop for mobility or a workstation for desk-based, high-performance tasks. No staff member will receive both a laptop and a workstation. In addition, Dallas County can supply the on-site support team with monitors, keyboards, mice, headsets, and other standard peripherals required to perform their duties.

P. Out-of-Scope Services

- Server/data center operations, cloud infrastructure management

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- Database administration
- Telecom carrier management
- Security Operation Center (SOC)/security operations
- End-user training beyond knowledge base content

II. Minimum Qualifications

A. Vendor Experience and Core Requirements

1. Vendor shall have been actively engaged in the business of providing service desk and desktop support services during the last five years under its current name and in good standing with a track record of performance and a current client list including similar size, and similar complexity to the County (demonstrating Urban County scale) and must provide evidence of such in their proposal submission. If name changes have occurred in the past 10 years, provide these name changes in chronological order.

Recent start-up businesses do not meet the minimum qualifications requirements of this solicitation.

NOTE: A start-up business is defined as a new company that has no previous operational history or expertise in the relevant business and is not affiliated with a company that has that history or expertise.

2. Provide a minimum of five references that the Proposer provided similar service desk and desktop support services to, as described in this RFP solicitation, during the last five years, and are of similar size, similar complexity, and similar scope.
3. The County reserves the right to contact any current or former service desk and desktop/endpoint support customers not included as a reference for additional feedback.
4. Proposers who do not meet the minimum qualification requirements as specified above, or do not include minimum qualifications information, will have their proposal deemed to be non-responsive, after which, no further evaluation will occur. Any exceptions should be clearly defined in your response.
5. **Other requirements:**
 - No offshoring: employee-facing support must be in the United States and based in Texas
 - Ensure high system availability for public safety and critical operations.
 - Demonstrate an innovative, forward-thinking approach and a commitment to continuous improvement.
 - Dallas County IT is currently invested in the Cisco Unified Communications Manager & Calabrio call recording system & will require vendors to utilize these systems. Calls between vendors' staff & Dallas County customers need to be recorded for quality assurance purposes & stored for a minimum of two weeks. There is no cost to the vendor to utilize the Cisco & Calabrio systems or store several weeks' worth of recordings

B. Physical/Environmental Requirements:

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

Physical requirements include occasional lifting/carrying of 5-10 pounds; visual acuity, speech, and hearing; hand and eye coordination and dexterity necessary to operate computer keyboard and basic office equipment. Subject to handling, walking, sitting, standing, bending, and reaching to perform the essential functions

C. Criminal Justice Information Services (CJIS) Requirements

Vendors and individual employees conducting work for Dallas County's Office of Information Technology will need to pass a national fingerprint-based records check, as mentioned above, sign an FBI CJIS Security Addendum, and become CJIS certified within six months of beginning work for the County. CJIS certification will need to be renewed biennially, and the awarded vendor will be responsible for all costs associated with the fingerprint-based records check and CJIS certification.

III. Compliance and Exit Conditions

1. Contract Compliance

The contractor shall be responsible for delivering services according to the minimum conditions stated herein in addition to the terms submitted by the contractor and accepted by the County.

In instances where failure to deliver services in accordance with the scope of work, contract terms, and related contract documents, has occurred, the County shall exercise remediation processes, and the contractor shall be expected to remedy identified issues within a reasonable time established by the County. Any remedy provided by the contractor shall be in accordance with the remedy documentation provided to the contractor by the County and acceptance of such remediation shall be at the sole discretion of the County.

2. Exit Conditions

If the Service Desk End-user & Endpoint, and Asset Management Support Program is not performing to the standards outlined, is failing to meet project goals, or the vendor is failing to meet expectations, the contract must be re-evaluated. If remediation efforts are unsuccessful, Dallas County will begin a transition process to either a new vendor, or to bring the services in-house.

Below are some examples of the types of conditions that may be grounds for termination:

- Failure to meet the agreed upon SLAs for response times & time to resolve for more than two consecutive months
- Failure to uphold end user satisfaction above the agreed upon SLA for more than two consecutive months
- Repeated critical outages in service availability that occur more than once a month
- Failure to demonstrate commitment to continual improvement over the first two years of the agreement
- Absence of reports or review meetings with Dallas County for more than two consecutive months

3. End of Contract Transition

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

At the end of the contract term, or in the case of a contract termination, a transition of existing service desk and desktop support services will be required. Core elements of the service desk and desktop support services need to be maintained during the transition and are listed below:

- 24/7/365 support
- Ticket triage
- Knowledgebase updating
- Service level agreements honored throughout
- Items that need to be transferred to Dallas County and/or their new vendor by the end of the transition period include:
 - Relevant knowledge
 - Relevant documents
 - Knowledgebase
 - Known error log
 - Data belonging to Dallas County

Upon expiration or termination, vendor shall:

- Provide all knowledge base articles, Standard Operating Procedures (SOPs), scripts, and CMDB data
- Return device inventory data and lifecycle history
- Maintain SLA compliance until end date
- Support transition to next vendor or County staff (min. 30 days)
- Provide personnel transfer support (where legally allowed)

IV. Evaluation Criteria

Proposals shall be evaluated by an evaluation committee and award consideration shall be given to the highest ranked proposer(s). Award is subject to Dallas County Commissioners Court approval.

| Criteria | Description | Points |
|---|--|---------------|
| Service Solution, Methodology & ITSM Maturity, | Overall quality, clarity, scalability of the proposed service solution; alignment to ITIL/ITSM best practices; incident, request, problem, and knowledge management maturity. Demonstrated experience supporting public-sector environments, courts, public safety, or CJIS-regulated operations | 25 |
| Technical Skills & Competency, Customer Service | Depth of technical expertise supporting end-user computing, endpoint management, Microsoft 365, identity, security tooling, and device lifecycle services. Quality of customer interaction model; communication standards; user experience approach; responsiveness; professionalism of Service Desk and field staff | 25 |
| SLA & Outcome Accountability | Strength and realism of proposed SLAs, KPIs, service credits, reporting, and continuous improvement model | 10 |

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

| | | |
|--|--|-----|
| Staffing Model, Experience & Stability | Staffing approach, role coverage, retention strategy, turnover minimization, and relevant experience supporting similar environments | 15 |
| Cost | Total cost of ownership, pricing transparency, and cost effectiveness of the proposed solution | 10 |
| Small Business Enterprise | Participation, utilization, and commitment to Small Business Enterprise requirements | 15 |
| Total Points | | 100 |

V. Proposal Format

The proposal shall be divided into clearly marked sections (electronic or physical tabbing is acceptable) and shall include, at a minimum, the information in the format described in this section.

1. Executive Summary

Each proposal must contain an executive summary consisting of the cover sheet that summarizes the key elements of the proposal such as statement of capabilities, approach to delivering the services described in the RFP and understanding of the project goals and objectives. Additionally, included in the executive summary, must be a statement that explains why the respondent would be the best to choose for the County.

2. Table of Contents

A table of contents that identifies the consecutive page numbers where to find the various sections included in the proposal

3. Cover Letter

- a. Identify the submitting organization and legal entity.
- b. Identify the name, title, telephone, and e-mail address of the person authorized by the organization to contractually obligate the organization.
- c. Identify the name, title, telephone, and e-mail address of the person authorized to negotiate the contract on behalf of the organization.
- d. Identify the names, titles, telephone, and e-mail addresses of people to be contacted for clarification.
- e. State in writing that all furnished information, including prices, will remain valid for a period of not less than one hundred and eighty (180) days from the date set for the opening thereof and will remain the property of Dallas County.
- f. Acknowledge receipt of all addendums to this RFP (If any).
- g. Include the name, title, and signature of the person authorized to contractually obligate the organization

4. Minimum Requirements Table

- a. The Proposer must complete the table below and provide documentation demonstrating that they meet the Minimum Qualification Requirements. In the comments column below, the Proposer must respond in three to five sentences and reference supporting evidence included elsewhere in their proposal submission.

| Requirement | Description | Proposer Meets Requirements (Yes / No) | Comments |
|-------------|---|--|----------|
| Experience | Proposer must have been in business providing Managed IT Services or End-User Support | | |

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

| | | | |
|----------------------------------|--|--|--|
| | services for a minimum of five years. | | |
| | Proposer must demonstrate experience supporting large organizations with at least 5,000 users or more. | | |
| | Proposer must demonstrate experience delivering managed IT support services across multiple geographic locations or distributed facilities | | |
| | Proposer must provide at least five client references for comparable managed service engagements within the past five (5) years. | | |
| | Proposer must demonstrate financial stability sufficient to support a multi-year managed services contract of this size and scope. | | |
| | Proposer must demonstrate experience operating in regulated or public-sector environments such as government, healthcare, public safety, or education. | | |
| End-User Support Services | Proposer must demonstrate experience delivering 24x7x365 Service Desk operations supporting enterprise users. | | |
| | Proposer must demonstrate experience providing Level 1 Service Endpoint support, including incident intake, triage, and resolution. | | |
| | Proposer must demonstrate experience providing Level 2 desktop or field support services, including onsite troubleshooting and device repair. | | |
| | The Proposer must demonstrate experience supporting Microsoft Windows 11 and successor versions, including legacy Windows 10 | | |

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

| | | | |
|-------------------------|---|--|--|
| | environments, as well as Microsoft 365 productivity applications and desktop environments. | | |
| | Proposer must demonstrate experience providing remote technical support tools and capabilities. | | |
| | Proposer must demonstrate experience supporting device lifecycle services including imaging, deployment, refresh, repair, and retirement. | | |
| | Proposer must demonstrate familiarity with ITIL-aligned service management practices, including Incident Management, Service Request Management, Problem Management, and Change Enablement. | | |
| | Proposer must demonstrate experience implementing or supporting enterprise IT Service Management (ITSM) platforms such as ServiceNow, Ivanti, or equivalent systems. | | |
| | Proposer must demonstrate the ability to provide United States based Service Desk and End-User Support personnel. | | |
| Asset Management | Proposer must demonstrate experience providing IT Asset Management (ITAM) services supporting the full lifecycle of IT assets. | | |
| | Proposer must demonstrate experience maintaining accurate asset inventory and lifecycle records in an ITAM or CMDB system. | | |
| | Proposer must demonstrate experience supporting asset tagging, tracking, and reconciliation processes. | | |
| | Proposer must demonstrate experience integrating IT Asset | | |

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

| | | | |
|----------------------------------|--|--|--|
| | Management with IT Service Management (ITSM) platforms. | | |
| | Proposer must demonstrate experience supporting inventory audits and reconciliation reporting. | | |
| | Proposer must demonstrate the ability to maintain high asset inventory accuracy rates (≥95%). | | |
| | Proposer must demonstrate experience supporting secure asset retirement, disposal, and data sanitization in accordance with NIST 800-88 or equivalent standards. | | |
| Warehousing and Logistics | Proposer must demonstrate experience operating an IT equipment warehouse supporting device storage, staging, and logistics operations. | | |
| | Proposer must provide or operate a secure warehouse facility capable of supporting approximately 10,000–15,000 square feet of IT asset storage and staging space. | | |
| | Proposer must demonstrate experience supporting receiving, staging, kitting, and distribution of IT equipment. | | |
| | Proposer must demonstrate experience maintaining chain-of-custody tracking for IT assets throughout the lifecycle. | | |
| | Proposer must demonstrate experience supporting inventory tracking using barcode or RFID technologies. | | |
| | Proposer must demonstrate the ability to maintain secure storage areas for sensitive equipment, including restricted access zones or secure cages. | | |

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

| | | | |
|------------------------|---|--|--|
| | Proposer must demonstrate the ability to support CJIS-aligned operational environments, including background checks and secure handling of equipment used in justice or public safety systems. | | |
| | Proposer must demonstrate experience supporting device staging, configuration, and deployment preparation prior to field installation. | | |
| | | | |
| Transition Plan | IT End-user Support <ol style="list-style-type: none"> 1. Vendor must submit a 60–90-day transition plan describing: 2. Knowledge capture from incumbent and County staff 3. Parallel service model prior to cutover 4. Inventory validation & CMDB correction 5. Tool integrations (remote control, call queues, ticketing) 6. CJIS clearance onboarding timeline 7. Communication plan for users 8. Tool integration and configuration support 9. Training for Help Desk agents 10. Go-live readiness and stabilization support 11. No loss of coverage is permitted during transition. 12. P1/P2 support must remain uninterrupted. | | |
| | Asset Management Transition Plan | | |

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

| | | | |
|------------------------------|---|--|--|
| | <ol style="list-style-type: none"> 1. Inventory baseline reconciliation plan 2. Migration of asset records 3. Knowledge transfer plan 4. Parallel-run inventory validation | | |
| | <p>Warehousing Transition Plan</p> <ol style="list-style-type: none"> 1. Vendors must submit a 60–90-day transition plan describing: 2. Provide a detailed transition plan for warehouse operations. 3. The current warehouse management services are outsourced to a third-party provider. Coordination efforts with the current third-party provider to ensure no disruption in service, loss of coverage, or loss of assets. | | |
| Vendor Qualifications | Proposer must be a legally established business entity authorized to conduct business in the State of Texas. | | |
| | Proposer must maintain adequate insurance coverage including general liability, professional liability, and workers’ compensation consistent with County contractual requirements. | | |
| | Proposer must demonstrate the ability to recruit, hire, train, and retain qualified technical personnel required to deliver the services described in this RFP | | |
| | Proposer must demonstrate experience managing staffing for enterprise Service Desk, Endpoint Support, Asset | | |

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

| | | | |
|--|--|--|--|
| | Management, and IT logistics operations. | | |
| | Proposer must designate program manager responsible for contract oversight, service delivery, reporting, and escalation management. | | |
| | Proposer must demonstrate that key personnel assigned to the program have relevant technical certifications, training, or equivalent experience appropriate to their roles. | | |
| | Proposer must demonstrate the ability to provide ongoing training and professional development for assigned staff. | | |
| | Proposer must demonstrate experience supporting enterprise-scale ITSM platforms, including Ivanti, ServiceNow, or equivalent systems. | | |
| | Proposer must demonstrate the ability to support continuous service improvement and operational reporting aligned with industry best practices. | | |
| | Proposer must agree to comply with Dallas County security policies, background check requirements, and applicable regulatory standards, including CJIS requirements where applicable. | | |

All proposers must provide the information outlined below. Responses should be clear, concise, and organized to align with the evaluation criteria. Failure to provide the requested information may result in a non-responsive proposal. Vendors should reference their submissions with attachments, tables, or appendices where appropriate.

5. Service Solution, Methodology & ITSM Maturity (25 Points)

a. Overview and Corporate Information

1. Company Profile

Provide a brief outline including:

- Nature of business & field of expertise
- Year business was established

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- Principal place of business
 - Number of people currently employed & management structure
 - Organizational chart identifying all employees to be assigned to the contract & showing relationships between key personnel & support staff
 - Licenses, certifications, accreditations, & audit scores
 - Income statement & balance sheet for each of the two most recently completed fiscal years certified by a public accountant. For privately held entities, audited statements are preferred
 - Business credit report with ratings from either Dunn & Bradstreet, Standard & Poor's, Experian, Equifax, or TransUnion
2. Service Portfolio
 - Describe your IT End-user Support, Asset Management and IT Equipment Warehousing services currently offered. Include details of service delivery model, locations served, hours of operation, and core technologies supported.
 3. Market Reach & Geographic Presence
 - Include regional and national footprint, market penetration, and office locations that could provide support to Dallas County.
 4. Key Partnerships
 - Outline existing partnerships or alliances with technology providers, vendors, or subcontractors that enhance service delivery.
 5. Value Proposition
 - Describe your approach to providing IT End-user Support, Asset Management and IT Equipment Warehousing services. Highlight differentiators compared to competitors.
 6. Current Managed Service Clients
 - Total number of active clients
 - List of clients with similar service needs
 - Evidence of successful completion of projects of similar size and complexity
 7. Reporting & Metrics
 - Provide examples of standard reports and scorecards used for clients
 - Include examples demonstrating the Proposer's ad hoc reporting capabilities.
 - Acknowledge the ability to create the reports mentioned on Page 16 (Reporting and Analytics section) and Page 21 (Required Reports Deliverables section), as well as other reports referenced throughout this solicitation.

b. References

Provide a minimum of five letters of reference for which the Proposer has delivered services similar to those described in this RFP, including End-User Support, Asset Management, and IT Equipment Warehousing, within the past five years. References must be of similar size, scope,

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

and complexity. References may not include the Proposer’s own organization or any subsidiaries. Each reference must include the following information

1. Company Name
2. Company Physical Address (including city and zip code)
3. Contact person(s) name
4. Contact phone number(s)
5. Contact person(s) email address
6. The dollar amount/value of the contract
7. The dates of performance (i.e.: contract start and end date)
8. Description of services provided

c. Public Sector & CJIS Experience

1. Demonstrate experience supporting public-sector organizations, including courts, public safety agencies, or other CJIS-regulated environments.
2. Provide examples of successful service implementations, audits, and compliance with CJIS or other applicable regulatory requirements.

6. Technical Skills & Competency, Customer Service (25 points)

a. Approach to Roles and Responsibilities

1. Staffing Model and Coverage

- a. Provide an explanation of your company’s approach to defining and managing roles and responsibilities for:
 - Service Desk Technicians
 - Desktop Support Technicians
 - Asset management Technicians
 - Warehouse Operations
 - Supervisors/Team Leads
 - Program Management
- b. Explain how staffing levels will scale during peak demand periods (e.g., large deployments, device refresh cycles, major incidents).

2. End User Support Model

a. Describe the Proposer’s approach to delivering End-User Support services such as:

- i. Service desk intake channels (phone, portal, chat, walk-up support).
- ii. Level support model (L0 to L4)
- iii. Escalation procedures for unresolved incidents
- iv. Approach to major incident management and communication with users
- v. Approach to remote vs. onsite support
- vi. Describe the Proposer’s approach for establishing and operating a call center and service desk to support Dallas County employees and contractors. The response should include the proposed staffing model, call routing methodology, integration with Dallas County telephony systems, quality assurance processes, and reporting capabilities

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

3. Asset Management Approach

- a. Describe the Proposer’s methodology for managing the IT asset lifecycle
 - i. Asset intake, tagging, and inventory management procedures.
 - ii. Asset tracking throughout the lifecycle (procurement, deployment, maintenance, retirement).
 - iii. Integration with configuration management databases (CMDB) or asset management systems.
 - iv. Procedures for asset audits and reconciliation.
 - v. Chain-of-custody control for devices issued to users.

4. IT Equipment, Warehousing and Logistics

- a. Describe the Proposer’s approach to managing IT equipment warehousing and logistics operations such as:
 - i. Receiving and inventory intake procedures.
 - ii. Equipment storage and environmental controls.
 - iii. Device staging, imaging, and configuration processes.
 - iv. Inventory accuracy
 - v. Order fulfillment, shipping, and device deployment logistics.
 - vi. Return, repair, and asset disposition processes.
 - vii. Security and physical access controls for warehouse facilities
- b. Describe the Proposer’s approach to transitioning Dallas County’s IT Service Management (ITSM) and IT Asset Management (ITAM) platforms to a new solution, including implementation methodology, migration strategy, integration planning, and user training.
- c. Describe the Proposer’s approach for providing and operating a dedicated asset management warehouse to support endpoint lifecycle operations.
 - i. The response should include facility design, operational workflows, staffing, logistics processes, and security controls. The proposed warehouse must meet the warehouse requirement mentioned in this document.

5. Device Lifecycle and Refresh Management

- a. Describe the Proposer’s approach to managing device lifecycle programs such as:
 - i. Device refresh planning and execution.
 - ii. Large-scale deployment coordination.
 - iii. Device replacement procedures.
 - iv. Secure device retirement and data destruction.

6. Knowledge Management

- a. Describe the Proposer’s approach to knowledge management such as:
 - i. Creation and maintenance of support documentation.
 - ii. Knowledge base management for service desk technicians.
 - iii. Self-service resources available to end users.

7. Continuous improvement

- a. Describe the proposer’s continuous service improvement process.
 - i. Methods used to identify service improvements
 - ii. Use of reporting and analytics to improve support operations.
 - iii. Examples of improvements delivered for other clients.

8. Process Ownership

Please describe your approach to process responsibility across the following ITSM domains:

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- i. Incident management
- ii. Service request management
- iii. Problem management
- iv. Desktop operations management
- v. Change management
- vi. Configuration management
- vii. End user relations management
- viii. Vendor relations management
- ix. Service level management
- x. Personnel management
- xi. Platform management

9. Tool Alignment

- Describe how the Proposer will manage user access, security controls, and account management for vendor personnel.
- Explain how Dallas County’s tools, systems, and resources align with your proposed approach.
- Identify any gaps or exceptions and list additional requirements for successful service delivery.

b. Key Personnel Qualifications

1. Provide minimum qualification certifications and experience requirements for key personnel roles supporting the contract (e.g., Service Delivery Manager, Desktop Support Technicians, Asset Management Specialists, Warehouse/Logistics Staff).
2. Include resumes or staff profiles for key personnel proposed for the Dallas County contract.
3. Describe the staffing model, including roles, responsibilities, escalation procedures, and reporting structure.
4. Identify any subcontractors, including their scope of work and the percentage of work to be performed.
5. Describe the process for onboarding, replacing, or transitioning personnel assigned to the contract.
6. The Vendor must ensure personnel possess appropriate certifications, training, and professional qualifications relevant to their assigned roles (e.g., IT support certifications, asset management practices, logistics/inventory management experience, or ITIL-based service management knowledge).
7. Include a Responsibility Matrix (e.g., RACI) identifying the responsibilities of the Proposer’s team and Dallas County IT.

c. Communication & Customer Service Skills

Describe the Proposer’s approach to customer interaction and end-user support, including:

- Communication standards and protocols used when interacting with end users.
- The Proposer’s user experience or customer service methodology.
- Expectations for responsiveness, professionalism, and escalation procedures.

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

- How the Proposer’s approach supports high levels of user satisfaction and service quality.

7. SLA & Outcome Accountability (10 points)

- Vendors must provide a detailed response describing how their organization will meet or exceed the following service levels, performance metrics, and reporting requirements. Responses should include:
 - Operational approach
 - Supporting tools and technologies
 - Staffing model
 - Process workflows
 - Monitoring and reporting methods
 - Escalation procedures
 - Continuous improvement practices
- Where applicable, vendors must provide sample reports, dashboards, or support documentation demonstrating their ability to measure and report performance.

1. Warehouse Operations and Logistics Performance Metrics

- Vendor shall describe their warehouse operations model and demonstrate how the following Service Level Agreements (SLAs) will be achieved and measured.
- Required Warehouse Performance Metrics

| Metric | Target |
|--------------------------------|-------------------|
| Inventory Accuracy | ≥ 98% |
| Intake Processing Time | ≤ 1 business day |
| CMDB Update Time | ≤ 24 hours |
| Staging Time (standard device) | ≤ 2 business days |
| Emergency Dispatch | ≤ 4 hours |
| Disposal Certification | ≤ 5 business days |
| Warranty Claim Processing | ≤ 3 business days |

- The vendor must provide
 - Description of warehouse management processes
 - Inventory tracking system used and integration with ITAM/CMDB
 - Receiving, intake, staging, and deployment workflows
 - Emergency dispatch procedures
 - Disposal and certification process, including regulatory compliance
 - Warranty claim handling process
 - Description of controls used to ensure inventory accuracy
 - Example warehouse performance reports
- Service Desk Priority Levels and SLA Management**
 - The vendor must describe how incidents and service requests will be managed in accordance with the following priority levels and service level targets.

Priority Levels and SLAs

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

| Priority | Example | Response Time | Resolution Time |
|---------------|---|---------------|-------------------|
| P1 – Critical | Critical outage preventing work in courts/public safety | ≤ 5 minutes | ≤ 2 hours |
| P2 – High | Major user impact; 5+ users blocked | ≤ 15 minutes | ≤ 4 hours |
| P3 – Normal | Standard user impact | ≤ 1 hour | ≤ 2 business days |
| P4 – Low | Non-urgent | ≤ 4 hours | ≤ 3 business days |

2. The vendor must describe:
 - a. Incident classification and prioritization methodology
 - b. Escalation processes for P1 and P2 incidents
 - c. Staffing model supporting rapid response
 - d. Monitoring and alerting systems
 - e. Major incident management procedures
 - f. Example SLA performance reporting
3. **Key Performance Indicators (KPIs)**
 1. Vendor must demonstrate how their service delivery model will meet or exceed the following KPI targets. Required KPI targets:

| KPI | Target |
|---|--------------------------------|
| Customer Satisfaction (CSAT) | ≥ 90% monthly |
| First Contact Resolution (FCR) | ≥ 70% overall |
| Level 1 Closure Rate | ≥ 80% |
| Access Issue Resolution (Passwords / MFA / Lockouts) | ≥ 85% |
| Level 1 No-Escalation Rate | ≥ 65% |
| Average Speed of Answer (ASA) | ≤ 60 seconds |
| Call Abandonment Rate | ≤ 5% |
| Mean Time to Resolve (MTTR) | Quarter-over-quarter reduction |
| Automation-Driven Ticket Reduction | ≥ 10% annual reduction |

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

| KPI | Target |
|----------------------------------|---------------|
| Asset & CMDB Accuracy | $\geq 95\%$ |

2. The vendor must provide:
 - a. Detailed measurement methodology for each KPI
 - b. Sample KPI reporting dashboards
 - c. Methods used to improve FCR and reduce escalations
 - d. Approach to automation and ticket deflection, including but not limited to:
 - i. AI-assisted virtual agent and self-service portal
 - ii. Automated password and MFA resets
 - iii. Auto-categorization and routing of tickets
 - iv. Continuous knowledge base development and governance
 - v. Maintain a proactive content strategy, ensuring timely creation of valuable knowledge to meet evolving user needs and reduce support escalations
 - vi. Use knowledge to drive first-call resolution and self-service
 - vii. Ensure articles follow County governance standards
 - e. Description of customer satisfaction measurement process
 - f. Examples of continuous improvement programs
4. **Performance Monitoring and Reporting**
 1. Vendors must demonstrate their ability to provide real-time performance visibility and operational transparency.
 - a. The vendor must provide a real-time or near-real-time dashboard including:
 - i. Live ticket counts
 - ii. SLA by priority
 - iii. Tickets by priority
 - iv. First Contact Resolution (FCR) trends
 - v. Mean Time to Resolve (MTTR) charts
 - vi. Automation usage statistics
 - vii. VIP incident alert queue
 - b. Demonstrate the ability for the dashboard access to be provided to County IT leadership, service owners, and designated stakeholders.
 - c. Vendor must provide:
 - i. Description of reporting tools and analytics platform
 - ii. Sample dashboards
 - iii. Data refresh frequency
 - iv. Reporting available for operational and executive leadership
5. **Continuous Service Improvement**
 1. Vendors must provide a Quarterly Continuous Service Improvement Plan (CSIP).
 - a. The vendor must describe:
 - i. Their continuous improvement methodology
 - ii. How root cause analysis (RCA) will be performed for recurring incidents
 - iii. Methods used to reduce ticket volume through automation and knowledge management
 - iv. Approach to measuring productivity improvements

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- v. Governance model for quarterly service reviews
- b. The CSIP must document:
 - i. KPI performance trends
 - ii. Identified service improvement initiatives
 - iii. Automation opportunities
 - iv. Planned operational improvements for the next quarter
- c. Acknowledge that this contract will be outcome driven. Vendors will be evaluated based on demonstrated improvements in County productivity, service quality, and user satisfaction, rather than activity levels or staffing volumes

6. Asset Management and Inventory Control

- 1. Vendors must demonstrate their ability to manage end-to-end IT asset lifecycle operations using the County’s IT Asset Management (ITAM) platform.
- 2. The vendor must demonstrate ability to:
 - a. Perform asset receiving, tagging, imaging, staging, deployment, repair tracking, refresh lifecycle management, and secure disposal
 - b. Maintain inventory accuracy $\geq 99\%$
 - c. Conduct quarterly physical inventory audits
 - d. Conduct annual full inventory reconciliation
 - e. Maintain chain-of-custody documentation, particularly for CJIS-regulated equipment
 - f. Provide monthly asset reporting, including:
 - i. Asset aging
 - ii. Refresh planning
 - iii. Warranty tracking
 - iv. Stock forecasting
- 3. Vendor must provide ability to meet or exceed the following KPIs:
 - a. Asset record completeness $\geq 98\%$
 - b. Fulfillment SLA compliance $\geq 95\%$
 - c. Asset recovery SLA compliance $\geq 95\%$
 - d. Audit reconciliation accuracy $\geq 99\%$
- 4. Vendor must describe:
 - a. Their ITAM platform experience
 - b. Integration with CMDB systems
 - c. Asset lifecycle workflows
 - d. CJIS-compliant asset tracking controls
 - e. Audit procedures and reconciliation methods
 - f. Sample asset lifecycle reports

7. Service Credit Model

- 1. Vendors must acknowledge and accept the following Service Credit Model, which applies when performance targets are not met.

| Failure Type | Threshold | Credit Applied |
|--|------------------|----------------------------------|
| P1/P2 SLA breach | Each breach | 5% |
| CSAT < 90% | Monthly average | 2% |
| Call abandon > 5% | Monthly | 3% |
| Automation improvements < 10% annually | Annual review | Withhold renewal / renegotiation |

- 2. Vendor must:

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

- a. Confirm acceptance of the service credit framework
- b. Describe how performance risks will be mitigated
- c. Provide examples of service recovery processes when SLA breaches occur

8. Staffing Model, Experience & Stability (15 points)

Minimum Staff Levels

The Vendor must propose minimum staffing levels sufficient to support Dallas County’s environment, which includes approximately 6,500 FTEs, 10,000 devices, 5,000 tickets per month, and 3,800 calls per month. The Vendor shall staff the Service Desk to maintain an Average Speed of Answer (ASA) of less than or equal to 60 seconds and ensure calls are resolved at first contact without transfer, repeat call, or return call whenever possible.

At a minimum, the proposed staffing model must include the following roles supporting end-user support, asset management, and IT equipment warehousing operations:

- Desktop /Endpoint Support Technicians responsible for onsite and remote device troubleshooting, hardware support, device deployment, and end-user assistance.
- Asset Management Technicians/Specialists responsible for tracking the lifecycle of IT assets, maintaining asset inventories, updating configuration records, and supporting asset audits.
- IT Equipment Warehouse / Logistics Staff responsible for equipment receiving, storage, staging, imaging, inventory control, and distribution of IT devices.
- Supervisors or Team Leads for each functional team (Service Desk, Endpoint Support, Asset Management, and Warehousing).
- Resources to support project work, including large-scale deployments, device refresh initiatives, or special IT projects (staffing levels may be adjusted based on workload).
 - The schedule for device refresh initiatives will be shared with the awarded vendor.
- A dedicated, non-billable Program Manager responsible for overall service delivery, vendor management, performance oversight, and coordination with Dallas County leadership.

Position-Specific Staffing Details

For each functional area listed below, describe the proposed staffing structure and identify the number of personnel by role:

Service Desk

- Service Desk Technicians
- Service Desk Supervisors or Team Leads
- Project Support Staff (if applicable)
- Program Manager oversight

Endpoint / Desktop Support

- Desktop or Endpoint Support Technicians
- Field Support Staff or Onsite Technicians
- Supervisors or Team Leads
- Project Support Staff

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- Program Manager oversight

Asset Management

- Asset Management Specialists or Technicians
- Inventory and Asset Tracking Personnel
- Supervisors or Team Leads

IT Equipment Warehousing & Logistics

- Warehouse / Logistics Technicians
- Inventory Control Staff
- Device Staging and Imaging Technicians
- Shipping / Receiving Personnel
- Supervisors or Team Leads

Responsibility Matrix

Complete Exhibit F, and provide a high-level Responsibility Matrix (e.g., RACI) that defines the roles and responsibilities of the following groups:

- Service Desk Team
- Endpoint / Desktop Support Team
- Asset Management Team
- IT Equipment Warehousing / Logistics Team
- Vendor Program Management
- Dallas County Office of Information Technology

Surge and Event Coverage

Provide support plan for surge operations, including but not limited to:

- Election Cycles
- Disaster response and emergency operations
- Court schedule changes or extended sessions
- County-declared special events

Transition of Services

Describe approach to transitioning services from current contractors:

- Transition phases
- Proposed timeline
- Subcontractor involvement

a. IT End-user Support

- i. Vendor must submit a 60–90-day transition plan describing:
 1. Knowledge capture from incumbent and County staff
 2. Parallel service model prior to cutover
 3. Inventory validation & CMDB correction
 4. Tool integrations (remote control, call queues, ticketing)
 5. CJIS clearance onboarding timeline
 6. Communication plan for users
 7. Tool integration and configuration support

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

8. Training for Help Desk agents
9. Go-live readiness and stabilization support

No loss of coverage is permitted during transition.
P1/P2 support must remain uninterrupted.

b. Warehousing Transition Plan

Vendors must submit a 60–90-day transition plan describing:

- ii. Provide a detailed transition plan for warehouse operations.
 10. The current warehouse management services are outsourced to a third-party provider. Coordination efforts with the current third-party provider to ensure no disruption in service, loss of coverage, or loss of assets.

9. Financial Stability and Litigation History

a. Financial Stability

1. Respondent will provide annual financial statements for the last two (2) calendar years for your organization. Independently audited statements are preferred. Statements should include the company’s assets, liabilities, and net worth. At a minimum, include the Balance Sheet (Statement of Financial Positions), Income Statement (Statement of Operations), Retained Earnings and Cash Flow Statement. Financial Statements will be kept confidential, if so, stamped on each page.
2. The County acknowledges that privately held corporations and other business entities are not required by law to have audited financial statements. In the event the proposer is a privately held corporation or other business entity whose financial statements are audited; such audited statements shall be provided. If the privately held corporation or other business entity does not have audited financial statements, then un-audited statements or other financial documentation sufficient to provide the same information as is generally contained in an audited statement, and as required above, shall be provided. If, the financial statements are un-audited the reviewed shall be in accordance with standards issued by the American Institute of Certified Public Accountant. Any claim of confidentiality on financial statements should be asserted at the time of submittal.

b. Litigation History

1. Provide the style and citation of any current/pending litigation and any litigation settled or disposed within the past five (5) years against the Respondent, including its parent, sister or subsidiary companies and proposed subcontractors

c. Other Material

1. Please include any additional material that may assist the County in evaluating your proposal. However, clarity and brevity of presentation, not length, will be favorably considered.

d. Exceptions

1. Please note if your company is taking exceptions to any Dallas County terms and conditions. Responding firms shall provide exceptions to the RFP content or information and documentation requested

10. Cost and Fees (10 points)

This section shall include a detailed project cost breakdown using the Pricing Spreadsheet

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

Include all costs, including labor, licensing, software, tools, travel, and optional services.

11. Small Business Enterprise (15 points)

Submit all Mandatory Forms found in the attachment section of this solicitation

VI. Documents Submitted with Proposal or Upon Request

1. Attachment S - Small Business Enterprise (SBE) Forms (mandatory must be submitted with proposal.
2. Pricing Spreadsheet

VII. Pre-Proposal Meeting

During the solicitation process proposers are required to limit their communication regarding this project to the Buyer referenced herein. A pre-proposal meeting will be held by the County whereby the respondents will have an opportunity to ask the requesting department(s) questions and/or obtain clarification. The pre-proposal meeting will be the only time when respondent and requesting department(s) will communicate directly, thereafter, all communication associated with this project shall be address through the County’s purchasing platform, (<https://www.bidnetdirect.com/texas/dallas-county>), to the assigned Buyer. The County will respond to all questions by way of addendum which will be posted as part of the solicitation. The County, its agents, and employees shall not be responsible for any information given by way of verbal communication.

Pre-proposal conference **5/19/2026 at 10:00 A.M. (CST)**, the pre-proposal meeting will be conducted through a conference call.

Microsoft Teams meeting

Join:<https://teams.microsoft.com/meet/280808358717031?p=Go4djupUFUbyreKBH>

Meeting ID: 280 808 358 717 031

Passcode: 2nz6eG7k

Dial in by phone

[+1 469-208-1731](tel:+14692081731), [104134944#](tel:+1104134944) United States, Carrollton

[Find a local number](#)

Phone conference ID: 104 134 944#

The deadline for the submission of questions is **5/18/2026 at 12 P.M. (CST)** through Bidnet.

VIII. Term and Commencement Date

This will be a Five-year term contract with an option for a one-year renewal commencing upon award by Commissioners Court, upon meeting any insurance and/or bonding requirements (if applicable) and/or fully executing the contract (if applicable).

IX. Award Method

The County’s intent is to award this solicitation in its entirety, but the County reserves the right to award in the method that is most advantageous to the County.

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

The County reserves the sole discretion to determine whether a solicitation response is responsive. County reserves the right to reject any or all proposals and to waive minor irregularities or discrepancies in any solicitation response as may be in the best interest of County. Late proposals will not be considered for award.

Upon expiration of the Contract, the Supplier agrees to hold over under the terms and conditions of this contract for such a period of time as is reasonably necessary to re-solicit (not to exceed 90 calendar days unless mutually agreed on in writing).

X. Opening of Proposals

Proposal reading shall be conducted: **6/18/2026 at 2:30 P.M. (CST)** on the day the proposals are due. The reading will be conducted via a live meeting online at: https://teams.microsoft.com/l/meetup-join/19%3ameeting_NmU3OTFmNDctNmIyMy00NTI5LWEyZGQtMTZjNzAyZmMzMWE5%40thread.v2/0?context=%7B%22Tid%22%3A%2251adcfad-72f1-479c-b28f-52412e04014b%22%2C%22Oid%22%3A%22d34267e4-617b-4d0c-9984-9ac6edceeb57%22%2C%22IsBroadcastMeeting%22%3Atrue%22%2C%22role%22%3A%22a%22%7D&btype=a&role=a

Proposals will be publicly opened in compliance with public proposal opening statutory requirements. Proposer names will be publicly read aloud. It is the responsibility of the proposer to clearly mark and identify all portions of the proposal, which, in the proposer's opinion, contain trade secrets, confidential information and other proprietary information. All proposals are subject to the Texas Open Records Act process.

XI. Additional Questions and Answers During and/or After the Pre-Proposal Conference

Firms will be required to submit additional questions presented at the pre-proposal and/or after the conference. All additional questions must be received by **5/20/2026 at 12 P.M. (CST)**

All questions and responses will be posted to the County's website in the manner as previously stated herein. Dallas County reserves the right to reject/not respond to any questions received after the deadline date.

XII. Proposal Submittal and Exception Requirements

To be considered for award, the proposal response must be submitted by **6/18/2026 at 2:00 P.M. (CST)**. Responses shall be submitted electronically through Bidnet, the County's online public solicitation platform <https://www.bidnetdirect.com/texas/dallas-county>. Although the County prefers submissions in electronic form, a respondent may elect to submit their proposal in hard copy. To submit in hard copy, the vendor may deliver or ship to: Dallas County Purchasing Department, Records Building 500 Elm Street, Suite 5500, Dallas, Texas 75202. When submitting a response in hard copy, the County requires two (2) duplicate hardcopies (one original and one copy) to be submitted.

Any exceptions to the specifications/scope of work and/or terms and conditions shall be included in the solicitation response and shall appear in its own tab. Exception shall reference the page number, section and language for which exception is taken. The County reserves the right to reject any exception not in the best interest to the County or may lead the response to be considered nonresponsive and not considered for award.

Note: On December 19, 2024, Dallas County implemented a new public solicitation platform and will be posting all solicitations for goods, services, and construction through Bidnet. Vendors seeking to do business with Dallas County will be required to register, (<https://www.bidnetdirect.com/texas/dallas-county>). By registering, vendors will be able to receive solicitation notices, view open solicitations, and submit their response online to desired business opportunities.

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

XIII. Location and Invoicing

The County shall pay invoices in 30 days. In order for the County to pay invoices in 30 days, the vendor's invoice must be correct, and reflect the work or goods delivered to the County. The 30 days begin when the County has received a correct invoice reflecting the work or goods delivered. If the County receives an invoice that is not correct and/or reflective of work or goods that have been delivered, the County will request a corrected invoice, and the 30-day period will begin once the correct invoice has been received. All work described in the vendor invoice must have been delivered in compliance with the terms of the contract.

Invoices shall be submitted monthly to the County for payment, unless both parties agree to alternative arrangement based on project milestones. Each invoice submitted for payment shall include, at a minimum, the following information:

- Name and address of the department for which services were provided
- Purchase order number
- Contact information of County staff who placed order (name, phone number, department)
- Date of order or Service
- Detailed description of each service
- Price good or services (charges for all services covered by this contract are to be separately stated and explained
- Unit pricing
- Total cost of goods/services

Submitting invoices without the above information may cause delays in payment processing. Incorrect invoices or invoices sent to the wrong address will delay payment. Vendors who fail to follow these instructions risk having the contract with the County cancelled.

XIV. Communication

Upon release of the solicitation and during the process, vendors /firms and their employees of related companies as well as paid or unpaid personnel acting on their behalf shall not contact in relation to this solicitation with Dallas County employees, department heads and/or elected officials. Such contact may result in the vendor being disqualified. All questions and request for information related to this solicitation must be coordinated through Ahron Molina.

All questions regarding this solicitation are to be submitted in writing to (**Ahron Molina**), Dallas County Purchasing Department via Bidnet (<https://www.bidnetdirect.com/texas/dallas-county>), the County's procurement platform. If the respondent does not have access to the County's solicitation platform, the respondent may submit their questions in writing via email to (ahron.molina@dallascounty.org). Please reference the Solicitation number in the subject of the email.

All questions, comments and requests for clarification must reference the solicitation number on all correspondence to Dallas County. Any oral communications shall be considered unofficial and non-binding.

Only written responses to written communication shall be considered official and binding upon the County. The County reserves the right, at its sole discretion, to determine appropriate and adequate responses to the written comments, questions, and requests for clarification.

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

NOTE: All addendums and/or any other correspondence (general information, question and responses) to this solicitation will be made available exclusively through the Dallas County website for retrieval. Respondents are solely responsible for frequently checking this website for updates to this solicitation Addendums to this solicitation can be located at the following web address: <http://www.dallascounty.org/department/purchasing/currentbids.php> (go to the appropriate solicitation #, click on the appropriate hyperlink for viewing and/or downloading.)

XV. Review of Proposals

All proposals will be examined by an evaluation committee consisting of various Dallas County personnel, Dallas County Purchasing, and representatives selected by the County of Dallas in proportion to contribution sizes.

Proposals that do not conform to the instructions or which do not address all the services as specified may be eliminated from consideration. However, Dallas County reserves the right to accept such a proposal if it is determined to be in the best interest of Dallas County.

Evaluations are based on the information provided. Accuracy and completeness are essential. Omissions, ambiguous and equivocal statements may be construed against the proposer. The proposal response may be incorporated into any contract which results from this RFP, and proposers are cautioned not to make claims or statements it is not prepared to commit to contractually. Failure of the proposer to meet such claims will result in a requirement that the proposer provide resources necessary to meet submitted claims.

Dallas County Purchasing may initiate discussions with selected proposers; however, discussions may not be initiated by proposers. Dallas County Purchasing expects to conduct discussions with vendor's representatives authorized to contractually obligate the vendor with an offer. Proposers shall not contact any Dallas County personnel during the RFP process without the express permission from the Office of the Dallas County Purchasing Agent. Dallas County Purchasing may disqualify any vendor who has made site visits, contacted Dallas County personnel or distributed any literature without authorization from Dallas County Purchasing.

All correspondence relating to this RFP, from advertisement to award shall be sent to Dallas County Purchasing. All presentations and/or meetings between Dallas County and the vendor relating to this RFP shall be coordinated by Dallas County Purchasing.

Selected proposers may be expected to make a presentation/product demonstration to an evaluation committee. Proposals, presentations and product/service evaluations may develop into negotiating sessions with the proposer(s) as selected by the Evaluation Committee. Dallas County expects to conduct negotiations with proposer's representatives authorized to contractually obligate with an offer. If proposer is unable to agree to contract terms and conditions, Dallas County reserves the right to terminate contract negotiations with that proposer and initiate negotiations with another proposer. In addition to a presentation, visits by the Evaluation Committee to representative proposer's client sites may be conducted where the proposed solution can be demonstrated in a production environment.

XVI. Proposal Pricing

Proposed pricing shall be firm for the first 12 months of the contract unless otherwise stated herein. Costs not included or calculated in the applicable unit prices as proposed will not be paid by the County, regardless of the intentions of the respondent when the response was submitted and regardless that those costs were actually incurred. Price increase(s) shall not be automatic, the respondent shall request on an annual bases a price increase which shall not exceed 5% annually as warranted. Respondent shall submit, for the County's consideration, supporting

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services
for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

documentation that substantiates the requested price increase. Cumulative change orders and/or price increases shall not exceed 25% of the original amount awarded during contract term. A price increase shall be mutually agreed upon by the County and Contractor. Request for price increases and change orders shall be reviewed and considered at the County's sole discretion.

XVII. Insurance

Any Contractor or Vendor that conducts business with Dallas County, whether it is for goods and/or services, must maintain lawful worker's compensation/self-insured employee coverage requirements and adequate liability limitations

Within ten (10) days after contract award or prior to the commencement of any work or delivery, the Purchasing Agent requires the successful Contractor(s)/Vendor(s) to submit verification of the following coverage. The insurance coverages, except Workers Compensation and Professional Liability, required by this Contract, shall name Dallas County and its elected and appointed boards, officers, officials, agents, representatives, directors, employees and volunteers, as additional insured(s) (as the interest of each insured may appear).

Contractor at its own expense, consistent with its status as an independent contractor will carry, purchase and maintain insurance coverage, the minimum insurance coverage set forth immediately below, with companies authorized to do insurance business in the State of Texas or eligible surplus lines insurers operating in accordance with the *Texas Insurance Code*, having an A.M. Best Rating of "A" or better, and in amounts not less than the following minimum limits of coverage:

The policies may provide coverage, which contains deductibles or self-insured retention. Such deductibles and/or self-insured retention shall not be applicable with respect to the coverage provided to Dallas County under such policies. The Contractor shall be solely responsible for all deductibles and/or self-insured retention.

All insurance required herein shall be maintained in full force and effect throughout the term of this contract, including all extensions or renewals.

- 1.1. Workers Compensations and Employer’s Liability Insurance or self-insured employee in the amount and in compliance with the provisions as provided for by Texas Law as established by the Texas Workers Compensation Act, Title 5, Subtitle A, Texas Labor Code for all his employees assigned to operate or work under this Contract. In the event the Contractor elects to sublet any work, Contractor shall require Sub-Contractors to provide Workers’ Compensation Insurance for all of the latter’s employees unless the Contractor affords such employees protection. Contractors shall be responsible for workers’ compensation insurance for subcontractors or sub-lessees who directly or indirectly provide service under Dallas County contract.

Workers’ Compensation Insurance with statutory limits, and Employer’s Liability Insurance with limits of not less than \$500,000:

| | |
|-------------------------------------|-----------|
| Employers Liability - Each Accident | \$500,000 |
| Employers Liability - Each Employee | \$500,000 |
| Employers Liability - Policy Limit | \$500,000 |

Policies under this Section shall apply to State of Texas and include the following endorsements in favor of Dallas County:

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

- a. Waiver of Subrogation
 - b. Thirty (30) day Notice of Cancellation
- 1.2. Commercial General Liability: Contract shall maintain Commercial General Liability Insurance coverage must include the following: (a) Premises; (b) Operations; (c) Independent Contractor's Protective Liability; (d) Products and Completed Operations; (e) Medical Expense; (f) Personal and Advertising Injury; (g) Contractual Liability; (h) Broad form property damage, to include fire legal liability. Such insurance shall carry in an amount not less than One Million and 00/100 (\$1,000,000.00) for bodily injury (including death), property damage, and blanket contractual coverage per occurrence with a general aggregate of Two Million and 00/100 (\$2,000,000.00) and products and completed operations aggregate of Two Million and 00/100 (\$2,000,000.00).

Policies under this Section shall apply to State of Texas and include the following endorsements in favor of Dallas County:

- a. Waiver of Subrogation
 - b. Thirty (30) day Notice of Cancellation
 - c. Additional Insureds: Dallas County and its elected and appointed boards, officers, officials, agents, representatives, directors, employees and volunteers.
- 1.3. Automobile Liability Insurance: Contractor shall maintain Automobile Liability Insurance covering all owned, hired and non-owned automobiles used in connection with work with limits not less than Five Hundred Thousand 00/100 (\$500,000.00) Combined Single Limit of Liability for Bodily Injury and Property Damage. Such insurance is to include coverage for loading and unloading hazards.

Policies under this Section shall apply to State of Texas and include the following endorsements in favor of Dallas County:

- a. Waiver of Subrogation
 - b. Thirty (30) day Notice of Cancellation
 - c. Additional Insureds: Dallas County and its elected and appointed boards, officers, officials, agents, representatives, directors, employees and volunteers.
- 1.4. Professional Liability / Network Security & Privacy Liability
Contractor shall maintain Professional Liability (Errors & Omissions), including Technology Services coverage, with limits not less than:
- \$1,000,000 each claim
 - \$2,000,000 aggregate
- Coverage should apply to negligent acts, errors, or omissions arising out of IT services, asset management, warehousing operations, system support, or failure to perform professional services.

If written on a claims-made basis, coverage should be maintained for at least two (2) years after contract termination.

- 1.5. Cyber Liability / Network Security & Privacy Liability

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

Contractor shall maintain Cyber Liability / Network Security and Privacy Liability coverage with limits not less than:

- \$1,000,000 per claim
- \$2,000,000 aggregate

Coverage should include data breach, unauthorized access, failure of security, privacy liability, regulatory defense, and data restoration costs.

This is recommended since the vendor may have access to County systems, devices, inventory systems, or CJIS-related environments.

1.6. Property in Care, Custody, or Control / Warehouse Legal Liability

Contractor shall maintain insurance coverage for property in the care, custody, or control of the Contractor, including County-owned equipment stored, transported, handled, or maintained by the Contractor in connection with this contract. Coverage shall apply to loss or damage to such property while in storage, transit, staging, repair, or servicing.

Limits of liability should be sufficient to cover the replacement value of County-owned equipment in the Contractor's possession, but not less than:

- \$1,000,000 per occurrence
- \$1,000,000 aggregate

Coverage may be provided through Warehouse Legal Liability, Inland Marine, Bailee's Customer, or similar coverage designed to insure property of others in the insured's care, custody, or control.

Contractor agrees that, with respect to the above-referenced insurance, all insurance contracts/policies will contain the following required provisions:

- a. Endorsement: Except Workers Compensation and Professional Liability, name Dallas County and its elected and appointed boards, officers, officials, agents, representatives, directors, employees and volunteers as additional insured(s) (as the interest of each insured may appear) as to all applicable coverage;
- b. Endorsement: Provide for thirty (30) days prior written notice will be given to the County for cancellation, non-renewal or material reduction/change in coverage provided under all policies, except in cases of cancellation for non-payment, in the event of which notice shall be provided as required by state law to Dallas County;
- c. Endorsement: Contractor agrees to waive subrogation against Dallas County, its officers and employees for injuries, including death, property damage or any other loss;
- d. Provide for endorsement that the "other insurance" clause shall not apply to County where County is the additional insured on the policy;
- e. All insurance required herein shall be maintained in full force and effect until all work or services required to be performed under the terms of the contract is satisfactorily completed and formally accepted;
- f. All insurance coverage shall be on a per occurrence basis, if coverage is written on a claims-made basis, the retroactive date shall be prior to or coincide with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. The coverage shall be continuous for the duration of the contract agreement and for not less than two (2) years following the end of the contract agreement. Coverage, including renewals, shall have the same retroactive date as the original policy applicable to the contract agreement;

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- g. Contractor shall be solely responsible for the deductible and/or self-insured retention for any loss;
- h. Contractor insurance policies coverage shall be written on a primary basis and non-contributory with any other insurance coverages and/or self-insurance carried by Dallas County;
- i. Default/Cumulative Rights/Mitigation. It is not a waiver of default if the non-defaulting party fails to immediately declare a default or delays in taking any action. The rights and remedies provided by this contract agreement are cumulative, and either Party's use of any right or remedy will not preclude or waive its right to use any other remedy. These rights and remedies are in addition to any other rights the Parties may have by law, statute, ordinance or otherwise. Contractor has a duty to mitigate damages.
- j. Approval and acceptance of Contractor's services and work by County shall not constitute nor be deemed a release of the responsibility and liability of Contractor for the accuracy and competency of Contractor's services or work; nor shall such approval and acceptance be deemed to be an assumption of such responsibility by the County for any defect, error or omission in the services performed by Contractor in this regard;
- k. Contractor shall provide that all provisions of this contract agreement concerning liability, duty and standard of care, shall be underwritten by contractual liability coverage sufficient to include obligation within applicable policies;
- l. Contractor and their freight contractors must be prepared to show coverage verification prior to entering upon County premises;
- m. Failure to comply with lawful requirements or adequate liability requirements may result in delay of payments, subject to the orders of the Commissioners Court, not to exceed a period of up to two years from the termination of this contract agreement, or cancellation of this contract agreement or both (Dallas County Commissioners Court Order 2003-1792, September 30, 2003);
- n. Insurance Certificates: The certificates of insurance shall list County as the certificate holder. Any and all copies of Certificates of Insurance shall reference any applicable (Solicitation Number, Commissioners Court Order Number, or contract number for which the insurance is being supplied). All insurance policies or duly executed certificates for the same required to be carried by Contractor under this contract agreement, together with satisfactory evidence of the payment of the premium thereof, shall be delivered to the: Dallas County Purchasing Agent located at 500 Elm Street, Suite 5500, Dallas, Texas 75202; and
- o. All insurance required to be carried by Contractor or subcontractors under this contract agreement shall be acceptable to the County in form and content, in its sole discretion. All policies shall be issued by an insurance company acceptable and satisfactory to County and authorized to do business in the State of Texas. Acceptance of or the verification of insurance by County shall not relieve or decrease the liability of Contractor.

2. Insurance Lapse

In the event successful firm fails to maintain insurance as required by this contract, successful firm shall immediately cure such lapse in insurance coverage at successful firm's sole expense and pay County in full for all costs and expenses incurred by County under this contract as a result of such failure to maintain insurance by successful firm, including costs and reasonable attorney's fees relating to County's attempt to cure such lapse in insurance coverage. Such costs and attorney's fees, not to exceed fifteen hundred and 00/100 dollars (\$1,500.00), shall be automatically deducted from monies or payments owed to successful firm by County. Moreover, the County shall retain five percent (5%) of the value of the Contract that shall be placed into an account from monies or payments owed to Contractor by County to cover County's potential exposure to liability during the period of such lapse. The five percent (5%) retainage shall be held by County until six (6) months after the date lapse in coverage is cured or Term of the Contract has ended or has otherwise been terminated, canceled or expired and shall be released if no claims are received or

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

lawsuits filed against County for any matter that should have been covered by the required insurance. The County shall retain the funds if a claim is received or lawsuit and use the funds to defend, pay costs of defense or settle the claim.

XVIII. Discussion With Reasonably Qualified Proposals

The County reserves the right to engage in discussions or conduct interviews, either oral or written, with the proposers determined by the evaluation criteria to be reasonably viable to being selected for award. If discussions or interviews are held, the Contract Specialist may request best and final offers. The request for best and final offers may include:

- Notice that this is the opportunity to submit written best and final offers
- Notice of the date and time for submission of the best and final offer
- Notice that if any modification is submitted, it shall be received by the date and time specified or it will not be considered
- Notice of any changes in the Proposal requirements

Following evaluation of the best and final offers, purchasing may select for negotiations the offer that is most advantageous to the County, considering price or cost and the evaluation factors in the RFP.

After the most advantageous proposer(s) has been identified, Contract negotiations may commence. If at any time Contract negotiation activities are judged to be ineffective, Office of Procurement Services will cease all activities with the proposer and begin Contract negotiations with the next highest ranked proposer. This process may continue until either both the proposer and Commissioner’s Court executes a completed Contract or the Procurement Department determines that no acceptable alternative proposal exists.

The County reserves the right to reject any or all proposals received or to award, without discussions or clarifications, a Contract based on initial proposals received. Therefore, each proposal should contain the Proposer’s best terms from a price and technical standpoint. Also, only proposers submitting a proposal will be notified of any communications after the RFP closing.

XIX. Rejection or Acceptance of Proposals

The County reserves the right to accept or reject in part or in whole any proposal submitted. The Purchasing Agent will recommend to Commissioners Court award to the highest ranked responsive and responsible respondent as determined by the Purchasing Agent.

XX. Late and Withdrawn Proposals

All proposals must be submitted no later than the proposal due date and time established by this solicitation. Proposals arriving after the due date and time will not be accepted. Late proposals delivered by carrier will be return to the respondent unopened.

A respondent has the right to withdraw their proposal prior to the proposal due date and time, thereafter, the respondent shall submit a formal request to the Dallas County Purchasing Agent requesting to withdraw their proposal.

XXI. Confidentiality

Any information deemed confidential, shall be clearly noted as such on each page of the solicitation response by the respondent. County cannot guarantee it will not be compelled to disclose all or part of any public record under the Texas Open Record Act. Respondents who include information in a proposal that is legally protected as trade

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

secret or confidential shall clearly indicate the information which constitutes a trade secret or confidential information by marking that part of the proposal “trade secret” or “confidential” at the appropriate place. If a request is made under the Texas Open Records Act to inspect information designated as trade secret or confidential in a proposal, the respondent shall, upon request, immediately furnish sufficient written reasons and information as to why the information designated as a trade secret or confidential should be protected from disclosure to Attorney General of Texas for final determination.

XXII. Disqualification Of Proposers

Proposers may be disqualified for, but not limited to, the following reasons:

- Reason to believe collusion exists among the proposers
- The proposer is involved in any litigation against the County of Dallas
- The proposer is in arrears on an existing contract or has failed to perform on a previous contract with the County of Dallas

XXIII. Permits Required by Law

Proposer shall comply with all requirements of federal, state, and local statutory requirements and regulations pertinent to or affecting any phase of this contract.

XXIV. Records and Audit

The Proposer shall keep accurate records of all components of invoices to the County, including but not limited to times and payroll receipts for hourly personnel utilized by this Contract. These records shall be retained for a minimum of two years after the conclusion of the Contract. The County reserves the right to audit any records it deems necessary for the execution of this Contract.

XXV. Assignment of Contract

The Proposer shall not assign, transfer, sublet, convey or otherwise dispose of the Contract of any part therein or its right, title or interest therein or its power to execute the same to any other persons, firm, partnership, company or corporation without the prior written consent of the County. Should the Proposer assign, transfer, sublet, convey or otherwise dispose of its right, title or interest or any part thereof in violation of this section, the County may, at its discretion, cancel the Contract and all rights, title and interest of the Proposer shall therein cease and terminate, and the Proposer shall be declared in default.

XXVI. Default by Proposer

The following shall be deemed as events of default by Proposer under the Contract:

- Proposer shall become insolvent, or shall make a transfer in fraud of creditors, or shall make an assignment for the benefit of creditors;
- Proposer attempts to assign the Contract without the prior written consent of the County;
- Proposer shall fail to perform, keep or observe any term, provision or covenant of the Contract; or
- Proposer fails to properly and timely pay Proposer personnel, suppliers or other Proposers and the failure impacts the County or its Facility in any manner.

In the event a default occurs, the Director shall give the Proposer written notice of the default. If the default is not corrected to the satisfaction and approval of the Director within the time specified in such notice, the County may immediately cancel the Contract. At the direction of the Director, the Proposer shall vacate the facility, if applicable, and shall have no right to further operate under the Contract.

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

The Proposer, in accepting the Contract, agrees that the County shall not be liable to prosecution for damages or lost anticipated profits if the County cancels or terminates the Contract.

No Waiver: No waiver by the County of any default or breach of any covenant, condition, or stipulation shall be treated as a waiver of any subsequent default or breach of the same or any other covenant, condition, or stipulation.

XXVII. Termination

The County may terminate this agreement in whole or in part by giving thirty days written notice thereof to Proposer. The County will compensate Proposer in accordance with the terms of the agreement for all goods and services delivered and accepted prior to the effective date of such termination notice.

XXVIII. Miscellaneous

1. After executing the Contract, no consideration will be given to any claim of misunderstanding.
2. Proposers shall submit with the Proposal, the required Proposer's qualification statement with supporting information as stated herein along with all other supporting documentation requested.
3. Proposers shall thoroughly familiarize themselves with the provisions of the Scope of Work and the Facilities.
4. The County reserves the right to reject all Proposals and to waive any minor irregularities.
5. A Proposal may be disqualified if the corporation or individual Proposer is in arrears or in default to the County for delinquent taxes or assessments or on any debt or Contract, whether as defaulter or bondsman; or who has defaulted upon any obligation to the County by failing to perform satisfactorily any previous agreement or Contract within the past seven years. Also, Proposers may be disqualified for poor prior performance on similar Contracts with other entities.
6. The Contract with the Proposer will be drawn by the County and may contain such other provisions as are deemed necessary to protect the interests of the County.
7. The Proposer agrees to abide by the rules and regulations as prescribed herein. The Proposer will, in all solicitations or advertisements for personnel to perform services under the Contract, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, or national origin.
8. If either party hereto is prevented from completing its obligations under the Contract by act of God, strike, lockout, material or labor restrictions by any governmental authority, civil riot, flood, or any other cause beyond the control of the parties hereto, then such party shall be excused from such performance for such period of time as is reasonably necessary after such occurrence to remedy the effects thereof.
9. The section headings in these Specifications are for convenience in reference and are not intended to define or limit the scope of any of the conditions, terms or provisions of these specifications.
10. Should any question arise as to the proper interpretation of the terms and conditions of these specifications, the decision of the County Attorney or his authorized representative shall be final.

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

XXIX. Indemnity

The selected proposer agrees to defend, indemnify and hold the County, its officers, agents and employees, harmless against any and all claims, lawsuits, judgments, costs, and expenses for personal injury (including death), property damage, or other harm for which recovery of damages is sought, suffered by any person or persons, that may arise out of or be occasioned by the selected respondent's breach of any of the terms or provisions of the contract, or by any other negligent or strictly liable act or omission of the selected respondent, its officers, agents, employees, or subcontractors, in the performance of the contract; except that the indemnity provided for in this paragraph shall not apply to any liability resulting from the sole negligence or fault of the County, its officers, agents, or employees and in the event of joint and concurrent negligence or fault of the selected proposer(s) and County, responsibility, and indemnity, if any, shall be apportioned comparatively in accordance with the laws of the State of Texas, without waiving any governmental immunity available to the County under Texas law and without waiving any defenses of the parties under Texas law. The provisions of this paragraph are solely for the benefit of the parties hereto and are not intended to create or grant any rights, contractual or otherwise, to any other person or entity.

XXX. Selection Process

The internal team will evaluate all proposals received in response to this RFP. After reviewing the proposal submissions, consultants may be selected for in-person interviews/oral presentations. From those presentations and possible interviews, the proposals will be re-evaluated, and final determination will be made. The County will pursue negotiations with the top ranked respondent with the goal of entering into a contract.

XXXI. Development Costs

Neither Dallas County nor its representatives shall be liable for any expenses incurred in connection with preparing a response to this RFP. Proposers are encouraged to prepare their proposals simply and economically, providing a straightforward and concise description of your firm's ability to meet the requirements of the RFP.

XXXII. Contract Award

Upon selection of a successful Proposer, the County and the Proposer will negotiate a final contract, based on the terms outlined in this RFP. A sample agreement, with the general terms for the final contract, is attached as Sample Contract for Services. By submitting a proposal, the Proposer agrees to be bound by these terms and conditions unless otherwise noted in the Submittal. The final contract is subject to Commissioners Court approval.

XXXIII. Certificate of Interested Parties (Form 1295)

Section 2252.908 of the Texas Government Code: An Act Addressing Disclosure of Interested Parties.

Effective January 1, 2016, Dallas County, must comply with the "Disclosure of Interest Parties, requirements established under Section 2252.908 of the Texas Government Code as implemented by the Texas Ethics Commission. Briefly stated, all contracts requiring an action or vote by the governing body of the entity or agency before the contract may be signed (regardless of the dollar amount) or that has a value of at least \$1 million will require the on-line completion of Form 1295 "Certificate of Interested Parties", in accordance with Texas Government Code Statute §2252.908. Form 1295 is also required for any and all contract amendments, extensions or renewals. All business entities are required to complete and file electronically with the Texas Ethics Commission using the online filing application.

Step 1: Business Entity completes Form 1295 in electronic format on the Texas Ethics Commission website: (https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm)

**Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services
for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST**

Step 2: Upon receipt of a completed Interested Parties Disclosure Form, Texas Ethics Commission issues a Certification of Filing to the Business Entity and the Business Entity download(s), print, sign(s) and notarize(s) Form 1295. An authorized agent of the business entity will need to sign the printed copy of the form and have the form notarized.

Step 3: At the time of submission of the solicitation to Dallas County the Business Entity must submit the completed notarized Form 1295 with the Certification of Filing with their contract (RFP) to Dallas County. Upon receipt, Dallas County may proceed with the award and/or execution of the contract.

Step 4: Not later than the 30th day after the date the contract has been signed by all parties, Dallas County must notify the Texas Ethics Commission (in electronic format) of the receipt of (1) Form 1295, and (2) the Certification of Filing.

Step 5: Not later than the 7th business day after receipt of the above notice, Texas Ethics Commission makes the disclosure available to the public by posting the disclosure on its website.

County Offices and Departments submitting contracts to Commissioners Court for award/execution are responsible for acknowledging and filing the Form 1295.

Definitions:

(a) “Contract” includes an amended, extended, or renewed contract.

(b) “Business entity” includes an entity through which business is conducted with a governmental entity or state agency, regardless of whether the entity is a for-profit or nonprofit entity. The term does not include a governmental entity or state agency.

(c) “Controlling interest” In accordance with the Texas Ethics Commission, Chapter 46.3(c) and applicable to Texas Government Code §2252.908 - (1) an ownership interest or participating interest in a business entity by virtue of units, percentage, shares, stock, or otherwise that exceeds 10 percent; (2) membership on the board of directors or other governing body of a business entity of which the board or other governing body is composed of not more than 10 members; or (3) service as an officer of a business entity that has four or fewer officers, or service as one of the four officers most highly compensated by a business entity that has more than four officers.

(d) “Interested party” (1) a person who has a controlling interest in a business entity with whom a governmental entity or state agency contracts; or (2) a person who actively participates in facilitating a contract or negotiating the terms of a contract with a governmental entity or state agency, including a broker, intermediary, adviser, or attorney for the business entity.

(e) “Intermediary” for purposes of this rule, means, a person who actively participates in the facilitation of the contract or negotiating the contract, including a broker, adviser, attorney, or representative of or agent for the business entity who:

(1) receives compensation from the business entity for the person’s participation;

(2) communicates directly with the governmental entity or state agency on behalf of the business entity regarding the contract; and

(3) is not an employee of the business entity.

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

To obtain additional information on Section 2252 and to learn more about the Texas Ethics Commission process to create a new account or to complete an electronic version of Form 1295 for submission with a signed contract, please go to the following website:

<https://www.ethics.state.tx.us/tec/1295-Info.htm>

Instructional Videos for Business Entities on how to file online can be found at:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm, and submit a copy to the buyer before the contract information will be sent to the County Attorney's Office to draft the contract. Once the terms of the contract are fully negotiated; the recommended vendor has signed the contract indicating agreement with the terms of the contract; and the Form 1295 is on file at the Texas Ethics Commission website with a copy provided to the buyer; the staff recommendation will be placed on a Commissioners Court agenda to award the contract.

XXXIV. Conflict of Interest

No County elected or appointed official or representative, or any employees shall have any financial interest, direct or indirect, in any contract with the County or be financially interested, directly or indirectly, in the sale to the County of any land, materials, supplies, goods or services, except on behalf of the County as an official or employee. Any violation of this Section, with knowledge, expresses or implied, of the person or corporation contracting with the County shall render this Agreement involved voidable by the Commissioners Court of Dallas County. It is the responsibility of Contractor during all phases of this Agreement to notify the County in writing of any potential conflict of interest. Contractor covenants that neither it nor any member of its corporation presently has any interest or shall acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of this Agreement. Contractor further covenants that in the performance of this Agreement no person having such interest shall be employed or appointed by Contractor.

XXXV. Contract Provisions for Non-Federal Entity Contracts Under Federal Awards Contract Provisions

The following provisions apply to Federally funded procurement:

Clean Air Act

The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.

The contractor agrees to report each violation to the (insert name of non-federal entity entering into the contract) and understands and agrees that the (insert name of the non-federal entity entering into the contract) will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency (FEMA), and the appropriate Environmental Protection Agency Regional Office.

The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with federal assistance provided by FEMA.

Federal Water Pollution Act

The contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the federal Water Pollution Control Act, as amended, 33 U.S.C. § 1251 et seq.

The contractor agrees to report each violation to the (insert name of the non-federal entity entering into the contract) and understands and agrees that the (insert name of the non-federal entity entering into the contract) will, in turn, report each violation as required to assure notification to the (insert name of the pass-through entity, if applicable),

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

Federal Emergency Management Agency (FEMA), and the appropriate Environmental Protection Agency Regional Office.

The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with federal assistance provided by FEMA.”

Suspension and Debarment

This contract is a covered transaction for purposes of 2 C.F.R. Part 180 and 2 C.F.R. Part 3000. As such, the contractor is required to verify that none of the contractor’s principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).

The contractor must comply with 2 C.F.R. Part 180, subpart C and 2 C.F.R. Part 3000, subpart C, and must include a requirement to comply with these regulations in any lower level covered transaction it enters into.

This certification is a material representation of fact relied upon by (insert name of recipient/subrecipient/applicant). If it is later determined that the contractor did not comply with 2 C.F.R. Part 180, subpart C and 2 C.F.R. Part 3000, subpart C, in addition to remedies available to (insert name of recipient/subrecipient/applicant), the federal government may pursue available remedies, including but not limited to suspension and/or debarment.

The proposer agrees to comply with the requirements of 2 C.F.R. Part 180, subpart C and 2 C.F.R. Part 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The proposer further agrees to include a provision requiring such compliance in its lower level covered transactions.”

Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)

Contractors who apply for an award of more than \$100,000 shall file the required certification. Each level certifies to the level above that it will not and has not used federally appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each level shall also disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from level to level up to the recipient who in turn will forward the certification(s) to the federal awarding agency.”

Prohibition on Contracting for Covered Telecommunications Equipment or Services

(a) Definitions. As used in this clause, the terms backhaul; covered foreign country; covered telecommunications equipment or services; interconnection arrangements; roaming; substantial or essential component; and telecommunications equipment or services have the meaning as defined in FEMA Policy 405-143-1, Prohibitions on Expending FEMA Award Funds for Covered Telecommunications Equipment or Services (Interim), as used in this clause—

(b) Prohibitions.

(1) Section 889(b) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019, Pub. L. No. 115-232, and 2 C.F.R. § 200.216 prohibit the head of an executive agency on or after Aug. 13, 2020, from obligating or expending grant, cooperative agreement, loan, or loan guarantee funds on certain telecommunications products or from certain entities for national security reasons.

(2) Unless an exception in paragraph (c) of this clause applies, the contractor and its subcontractors may not use grant, cooperative agreement, loan, or loan guarantee funds from the Federal Emergency Management Agency to:

(i) Procure or obtain any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology of any system;

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

- (ii) Enter into, extend, or renew a contract to procure or obtain any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology of any system;
 - (iii) Enter into, extend, or renew contracts with entities that use covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system; or
 - (iv) Provide, as part of its performance of this contract, subcontract, or other contractual instrument, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system.
- (c) Exceptions.
- (1) This clause does not prohibit contractors from providing—
 - (i) A service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or
 - (ii) Telecommunications equipment that cannot route or redirect user data traffic or permit visibility into any user data or packets that such equipment transmits or otherwise handles.

By necessary implication and regulation, the prohibitions also do not apply to:

- (ii) Covered telecommunications equipment or services that:
 - a. Are *not used* as a substantial or essential component of any system; *and*
 - b. Are *not used* as critical technology of any system.
- (ii) Other telecommunications equipment or services that are not considered covered telecommunications equipment or services.

(d) Reporting requirement.

(1) In the event the contractor identifies covered telecommunications equipment or services used as a substantial or essential component of any system, or as critical technology as part of any system, during contract performance, or the contractor is notified of such by a subcontractor at any level or by any other source, the contractor shall report the information in paragraph (d)(2) of this clause to the recipient or subrecipient, unless elsewhere in this contract are established procedures for reporting the information.

(2) The Contractor shall report the following information pursuant to paragraph (d)(1) of this clause:

- (i) Within one business day from the date of such identification or notification: The contract number; the order number(s), if applicable; supplier name; supplier unique entity identifier (if known); supplier Commercial and Government Entity (CAGE) code (if known); brand; model number (original equipment manufacturer number, manufacturer part number, or wholesaler number); item description; and any readily available information about mitigation actions undertaken or recommended.

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

(ii) Within 10 business days of submitting the information in paragraph (d)(2)(i) of this clause: Any further available information about mitigation actions undertaken or recommended. In addition, the contractor shall describe the efforts it undertook to prevent use or submission of covered telecommunications equipment or services, and any additional efforts that will be incorporated to prevent future use or submission of covered telecommunications equipment or services.

(e) Subcontracts. The Contractor shall insert the substance of this clause, including this paragraph (e), in all subcontracts and other contractual instruments.”

“Domestic Preference for Procurements

As appropriate, and to the extent consistent with law, the contractor should, to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States. This includes, but is not limited to iron, aluminum, steel, cement, and other manufactured products.

For purposes of this clause:

Produced in the United States means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States. Manufactured products mean items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.”

The following pertains to projects that include Construction:

The regulation at 41 C.F.R. § 60-1.4(b) requires, except as otherwise provided or exempted in 41 C.F.R. Part 60, the insertion of the following contract clause: “During the performance of this contract, the contractor agrees as follows:

The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action 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. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.

(4) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(5) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(6) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(7) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(8) The contractor will include the portion of the sentence immediately preceding paragraph and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance:

Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

The applicant further agrees that it will be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federally assisted construction work: Provided, that if the

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

applicant so participating is a state or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the contract.

The applicant agrees that it will assist and cooperate actively with the administering agency and the Secretary of Labor in obtaining the compliance of contractors and subcontractors with the equal opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it will furnish the administering agency and the Secretary of Labor such information as they may require for the supervision of such compliance, and that it will otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.

The applicant further agrees that it will refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a contractor debarred from, or who has not demonstrated eligibility for, Government contracts and federally assisted construction contracts pursuant to the Executive Order and will carry out such sanctions and penalties for violation of the equal opportunity clause as may be imposed upon contractors and subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the applicant agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: Cancel, terminate, or suspend in whole or in part this grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the applicant under the program with respect to which the failure or refund occurred until satisfactory assurance of future compliance has been received from such applicant; and refer the case to the Department of Justice for appropriate legal proceedings.”

If applicable per the standard described above, the NFE must include the provisions at 29 C.F.R. § 5.5(a)(1)-(10) in full into all applicable contracts, and all applicable contractors must include these provisions in full in any subcontracts.

“Compliance with the Copeland “Anti-Kickback” Act.

Contractor. The contractor shall comply with 18 U.S.C. § 874, 40 U.S.C. § 3145, and the requirements of 29 C.F.R. Part 3 as may be applicable, which are incorporated by reference into this contract.

Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower level subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower level subcontractor with all of these contract clauses.

Breach. A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a contractor and subcontractor as provided in 29 C.F.R. § 5.12.”

“Compliance with the Contract Work Hours and Safety Standards Act.

(1) Overtime requirements. No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of

**Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services
for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST**

forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

(2) Violation; liability for unpaid wages; liquidated damages. In the event of any violation of the clause set forth in paragraph (b)(1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (b)(1) of this section, in the sum of \$27 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (b)(1) of this section.

(3) Withholding for unpaid wages and liquidated damages. The (insert name of grant recipient or subrecipient) shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (b)(2) of this section.

(4) Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (b)(1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower level subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower level subcontractor with the clauses set forth in paragraphs (b)(1) through (4) of this section.”

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

Exhibit A – Detailed KPIs, Metrics & Reporting Requirements

A.1 Required Metrics

Vendor must track, report, and present the following at minimum:

| Metric Category | Examples |
|--------------------------|--|
| Call Handling | Speed to answer, abandonment %, time to queue |
| Ticket Outcomes | First-contact resolution %, L1 closure, reopens |
| Productivity | MTTR, average handle time, tickets per analyst |
| Problem Trends | Recurrences, root-causes, time-to-eliminate |
| User Experience | CSAT, sentiment survey trends, VIP satisfaction |
| Automation Effectiveness | Ticket deflection volume, L0 usage, auto-resolution rate |

A.2 Dashboard Requirements

The County requires a **real-time** or near-real-time dashboard with:

- Live ticket counts, SLA status, open by priority
- FCR rate and MTTR charts
- Automation usage statistics
- VIP alert queue view

Dashboard access must be granted to IT Leadership, Service Owner, & leadership.

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

Exhibit B – Service Credit Model

| Failure Type | Threshold | Credit Applied |
|--|------------------|----------------------------------|
| P1/P2 SLA breach | Each breach | 5% |
| CSAT < 90% | Monthly average | 2% |
| Call abandon > 5% | Monthly | 3% |
| Automation improvements < 10% annually | Annual review | Withhold renewal / renegotiation |

Credits apply to monthly fees and may stack to a negotiated maximum cap.

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

Exhibit C – Minimum Staffing Matrix

| Role | Minimum Coverage Expectation |
|--|---|
| Service Desk Analysts | 24×7×365 |
| Field / Desktop Technicians | Business hours; On-call nights/weekends |
| Service Delivery Manager | Dedicated; accountable for KPIs |
| Knowledge Manager | Required; may be a shared resource |
| Quality Assurance (QA)/Training Specialist | Required; ensures service excellence |
| Asset Management support | Asset staging, deployments and disposal staging |

County reserves right to require personnel replacement for performance. The vendor shall actively manage staff retention and provide quarterly reporting on staff turnover rates for County-assigned personnel.

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

Exhibit D – Transition & Exit Requirement

- 60–90-day transition plan required
- No P1/P2 downtime tolerated
- County retains right to inspect onboarding process
- CMDB reconciliation must be completed in first 60 days
- Exit must include all County data returned in editable formats

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

Exhibit E – Governance Model

Governance Roles

- County CIO – executive and strategic oversight
- County IT Service Owner / IT Manager – day-to-day County authority, service acceptance, prioritization, and escalation
- Vendor Service Delivery Manager – primary operational point of contact
- Vendor Operations Manager – staffing management, quality assurance, and training

Communication

| Cadence | Meeting Type | Purpose |
|----------------|---------------------|----------------------------------|
| Weekly | Operations Review | Backlog, escalations, hot issues |
| Monthly | Metrics Review | SLA scorecard, RCA, automation |
| Quarterly | QBR | Strategic improvements, roadmap |

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

Exhibit F – Systems & Process Responsibility Worksheet

Vendors must produce a worksheet responding to:

| System/Process | Vendor – Full | Vendor – Shared | County | N/A |
|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Desktop support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Laptop support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Rugged devices | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Tablet support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Phones & hotspots | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Printers/peripherals | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Microsoft 365 support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VPN support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Incident management | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Request fulfillment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Patch & OS deployment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CMDB updates | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Knowledge base mgmt. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Automation / L0 tooling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

Exhibit G– Integrated IT Managed Services Operating Model
(Service Desk | End-User Support | Asset Management, Surplus/Disposition Operations)

1. Overview

This Appendix defines the integrated operating framework supporting:

- Service Desk (Level 1 & Level 2)
- End-User Field Support
- IT Asset Lifecycle Management
- Warehouse & Surplus Operations

The model ensures end-to-end lifecycle governance from incident intake through asset retirement and surplus disposition.

2. Integrated Service Model

- The Managed Services model operates across four coordinated functional towers:
 - Service Desk Operations
 - End-User Support Services
 - IT Asset Management (ITAM)
 - Warehouse & Surplus Disposition
- Each function operates within a unified IT Service Management (ITSM) platform (e.g., Ivanti) to ensure:
 - Centralized ticketing
 - Full audit traceability
 - Asset-to-incident linkage
 - SLA reporting
 - Compliance documentation

3. End-to-End Asset Lifecycle Integration

The asset lifecycle is governed through the following structured phases:

Request & Purchasing Approval

Responsible Parties: Customer Department, Purchasing Fixed Assets

- Customer submits P280 form to Purchasing.
- Purchasing reviews and approves request.
- Official order number is assigned.
- Approved P280 is forwarded to IT Asset Management.

Asset Validation & ITSM Intake

Responsible Party: IT Asset Manager

- Validation of IT-supported equipment only.

Solicitation Number No.: 2026-027-7112,

Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST

Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County

Proposal Due Date: 6/18/2026 at 2 PM CST

- Non-supported equipment (medical, radio, specialty operational devices) is excluded.
- Incident ticket created in ITSM platform.
- P280 attached to ticket.
- Ticket number documented for traceability.
- Control Objective: Ensure only supported IT assets enter surplus workflow.

Scheduling & Coordination

Responsible Party: IT Asset Manager

- Standardized scheduling communication sent to requesting department.
- Confirmation of pickup date and location.
- Journal entry logged in ticket.
- Assignment to Surplus Team.
- Integration Point: Service Desk maintains visibility for tracking and reporting.

Onsite Verification (End-User Support / Surplus Team)

Responsible Party: IT Surplus Field Technicians

- Physical verification of equipment against approved P280.
- Serial number and asset tag validation.
- Discrepancies rejected onsite.
- Customer notified of correction requirements.
- Corrected P280 required for resubmission.
- Risk Mitigation Controls:
- No assets were removed without exact serial match.
- Chain-of-custody maintained from point of pickup.

Transport & Warehouse Processing

Responsible Party: Warehouse & Asset Operations

- Secure transport to warehouse facility.
- Execution of documented Warehouse Surplus Checklist.
- Inventory status updated (e.g., Surplus / Retired).
- Asset moved to designated processing area.
- Governance Controls:
 - Inventory reconciliation
 - Secure storage
 - Controlled access environment
 - Audit documentation retention

Communication & Governance Review

Solicitation Number No.: 2026-027-7112,
Pre-Proposal Meeting Date: 5/19/2026 at 10 AM CST
Project Title: IT End-user Support, Asset Management and IT Equipment Warehousing Services for Dallas County
Proposal Due Date: 6/18/2026 at 2 PM CST

Responsible Parties: Asset Management, Service Management

- Notification to Asset Management distribution group.
- Mid-week operational review meeting covering:
- Scheduled pickups
- Process gaps
- Non-IT equipment submissions
- Cycle time metrics
- Compliance exceptions

4. Alignment to Managed Service Towers

| <u>Service Tower</u> | <u>Role in Surplus Process</u> |
|----------------------|--|
| Service Desk | Ticket creation, status tracking, SLA reporting |
| End-User Support | Onsite verification & equipment removal |
| Asset Management, | Lifecycle governance, validation, reconciliation |
| Warehouse Operations | Intake processing, storage, disposition tracking |

5. Governance, Compliance & Audit Controls

The integrated model provides:

- Purchasing pre-approval requirement
- IT eligibility validation
- ITSM-based workflow control
- Serial-level asset verification
- Chain-of-custody transport controls
- Warehouse intake checklist documentation
- Operational review cadence
- Exception management process

This framework supports compliance with County asset management standards and aligns with ITIL-aligned lifecycle governance practices.

| Company Name | Legal Name | Owner Name | Email Address | Email Address 2 | Address | Address 2 | City | State | Zip Code | Phone Number | Fax Number |
|---|------------------------------|-----------------------|---|---|-------------------------------|-------------|----------------|-------|----------|---------------|----------------|
| 541513 | | | | | | | | | | | |
| 360CyberX, LLC | | Christopher Iwui | iwujic14@360cyberx.com | iwujic14@gmail.com | 3010 LBJ Fwy | Ste 1200 | Dallas | TX | 75234 | 920-527-0066 | 945-246-7173 |
| Alinea Strategies and Partnerships Inc | | Warren Jackson | warren@alineasp.com | | 1000 Ballpark Way | Suite 310 | Arlington | TX | 76011 | (407)427-8929 | (407)427-8929 |
| Amtek Consulting, LLC | | Satya Movva | smovva@amtekconsulting.com | vmovva@amtekconsulting.com | 4100 Alpha Rd | Ste 458 | Dallas | TX | 75244 | 214-680-6111 | 214-680-6111 |
| AvaWatz Company | | RAJINI ANACHI | rajini@avawatz.com | rajini@avawatz.com | 9780 Minister Lane | | FRISCO | TX | 75035 | 781-223-1524 | 978-923-8685 |
| Battlebyte Technology Solutions LLC | | Satish Nagarapu | satish@battlebytetech.com | | 1020 Candlewood Trail | | Irving | TX | 75063 | (972)693-5695 | (972)693-5695 |
| Beta Staffing LLC dba Beta Link Solutions | | Akindeji Jolasimi | connect@betalinkolutions.com | | 1500 Dragon St. | Ste 160 | Dallas | TX | 75207 | (214)960-6842 | (800)460-0821 |
| C R Johnson & Associates, Inc | | Rose Johnson | rjohnson@crjohnson.net | carl.johnson@crjohnson.net | 400 Bridgewater Pl | | Flower Mound | TX | 75028 | (214)914-9505 | (214)914-9505 |
| Cognitus Consulting LLC | | Pratapa Reddy Sathi | psathi@cognitus.com | nkhanana@cognitus.com | 16600 Dallas Pkwy | #200 | Dallas | TX | 75248 | (248)924-7605 | (248)924-7605 |
| Dallas / Fort Worth Technology, Inc. dba DFW Technology | | Charlie W. Chen | Charlie.Chen@dfwtechnology.com | patrick_chen@dfwtechnology.com | 1201 International Pkwy | Ste 100 | Richardson | TX | 75081 | 214-505-3333 | 972-907-9977 |
| DominionStack LLC | | Daniel Berthe | daniel@dominionstack.com | abraham@dominionstack.com | 7879 Riverfall Dr | | Dallas | TX | 75230 | (240)305-1652 | (240)305-1652 |
| DSI Telecom Inc. dba F2G Solutions Inc | | Francis Kamgang | francis.kamgang@f2gsolutions.com | | 1400 Preston Rd | Ste 400 | Plano | TX | 75093 | 469-831-6073 | 972-665-9850 |
| E-Consulting, Inc | | Suresh Bagaria | suresh@e-consultinginc.com | sapna@e-consultinginc.com | 1215 Backbay Dr | | Irving | TX | 75063 | 214-405-2043 | 972-373-9592 |
| Ethan Solutions, Inc | Ethan Solution Technologies | James Wilkinson | james@ethan-solutions.com | james@ethan-solutions.com | 3583 Plum Vista PL | | Arlington | TX | 76005 | 682-323-0005 | 888-331-0344 |
| Eveco Inc | | Jose Canario | canario.jose93@gmail.com | canario.jose93@gmail.com | 3707 Wycliff Ave | | Dallas | TX | 75219 | 212-920-9127 | |
| Fonseca Commercial, Inc. | | Justino Fonseca | justin@fonsecacommercial.com | gayathri.srinivasan@g3techconsultants.com | PO BOX # 601637 | | Dallas | TX | 75360 | 214-826-0458 | 214-826-0458 |
| G3 Tech Consultants LLC | | Gayathri Srinivasan | gayathri.srinivasan@g3techconsultants.com | gayathri.srinivasan@g3techconsultants.com | 204 Harbor Hills Dr | | Flower Mound | TX | 75028 | 732-713-3765 | |
| Global IP Networks, Inc. | | Lusy Natasha | reyner@gipnetworks.com | lusy@gipnetworks.com | 1009 Jupiter Rd | | Plano | TX | 75074 | 469-583-8088 | 214-432-0419 |
| Hiten Software Solutions | Hiten Software Solutions LLC | SUBHADRA GANDLURU | subhadra.gandluru@gmail.com | accounts@hitensoftware.com | 609 Rancho Laredo Trl | | Southlake | TX | 76092 | 312-351-1244 | |
| Ikerd Consulting, LLC | | Brenda H Ikerd | bikerd@ikerd.com | bikerd@ikerd.com | 8117 Preston Road | Suite 300 | Dallas | TX | 75225 | 214-392-4021 | 214-000-0000 |
| Infolob Global, Inc. | | Vijay Cheruk | vijay@infolob.com | ar@infolob.com | 1193 W John Carpenter Fwy | Ste 102 | Irving | TX | 75039 | (972)535-5559 | (972)535-5559 |
| Intellisavvy LLC | | Siva Kalavagunta | siva.kalavagunta@intellisavvy.com | radhika@intellisavvy.com | 4545 Fuller Dr | Ste 402 | Irving | TX | 75038 | (469)236-0721 | (469)236-0721 |
| Intras Services Group LLC dba Intras Cloud Services | | Kareem Merritt | kareem@intrascloudservices.com | radams@intrascloudservices.com | 17950 Preston Rd | Suite 260 | Dallas | TX | 75252 | 214-733-3270 | 972-791-8467 |
| KayDev Technology, LLC | | Michael Billings | mb@kaydevtech.com | mb@kaydevtech.com | 1751 River Run, Suite 200 | Suite 200 | Fort Worth | TX | 76107 | 817-939-5873 | |
| L4 Enterprise Consulting LLC | | Olanrewaju Adelayo | lanre.adelayo@l4ecllc.com | l4enterprisellc@gmail.com | 4413 Paintbrush Way | | Aubrey | TX | 76227 | (301)655-7662 | (301)655-7662 |
| M Institute LLC | | Keith Matthews | keith.matthews291@gmail.com | | 2608 Beaver Bend Dr | | Plano | TX | 75025 | (214)799-7653 | (214)799-7653 |
| Magnamus, Inc. | | Nagesh Seemakurty | nageshs@magnamus.com | ramas@magnamus.com | 6565 MacArthur Blvd | #225 | Dallas | TX | 75039 | 972-697-5947 | 972-697-5947 |
| MavenCode LLC | | Charles Adellyve | charles@mavencode.com | yewande@mavencode.com | 630 E Southlake Blvd | Ste 133 | Southlake | TX | 76092 | (214)336-4478 | (214)556-1262 |
| Mavros LLC | Mavros LLC | Christopher Brown | businessdevelopment@mavrostechology.com | | 10935 Estate Ln | #S478 | Dallas | TX | 75238 | 844-526-6682 | |
| Numbers Only, Inc. | | Shamila Polavarapu | spolavarapu@numbersonly.com | hpolavarapu@numbersonly.com | 1848 Norwood Plaza | Ste 112 | Hurst | TX | 76054 | 732-939-9533 | 817-251-6200 |
| Omega Business Systems, LLC | | Norman Labrosse | nlabrosse@omegabiz.com | nlabrosse@omegabiz.com | 7313 Craig St | | FORT WORTH | TX | 76112 | 817-406-0330 | 817-492-4250 |
| One Traders LLC dba One Technology Services | | Abdul Syed | hafeezsyed@gmail.com | hafeezsyed@gmail.com | 5601 Executive Dr | STE 500 | Irving | TX | 75038 | (214)356-1196 | (214)356-1196 |
| Ocentric Technologies LLC | | Padmaja Katragadda | padma@qcentrioinc.com | hr@qcentrioinc.com | 8668 John Hickman Pkwy | Ste 907 | Frisco | TX | 75034 | (972)971-1964 | (972)971-1964 |
| Onet, Inc. | | Larry Hall | lhall@qnetis.com | spierre@qnetis.com | 12021 Plano Rd | Ste 150 | Dallas | TX | 75243 | 214-876-7086 | 214-341-7638 |
| R2 Technologies, Inc. | | Richard Martinez | rick@r2now.com | cmartinez@r2now.com | 3225 Saint Georges Dr | | Plano | TX | 75093 | 469-223-6956 | 214-382-3992 |
| Scalability Data, Ltd Co | | Ryan Riggs | ryan.riggs@scalabilitydata.com | ryanriggs@gmail.com | 2032 Cumberland Trl | | Plano | TX | 75023 | (469)867-3155 | (469)867-3155 |
| SOFF Corporation | | Anwar Mahomed | info@soff.com | | 520 Central Pkwy East | Suite 316 | Plano | TX | 75074 | 469-467-9700 | 214-291-5693 |
| Sum Theory Inc. | | Halisi Cail | hcaill@sumtheory.com | kthomas@sumtheory.com | 101 E Park Blvd | 6th Fl | Plano | TX | 75074 | 214-566-7218 | 972-442-7222 |
| Tech Wave, Inc. | | Poonam Garg | emuser@gmail.com | | 305 Riva Ridge | | Wylie | TX | 75098 | (425)615-9748 | (425)615-9748 |
| Transpere LLC | | Yulan Peng | yulan.peng-lewis@transpere.com | rick.lewis@transpere.com | 2451 W Grapevine Mills Circle | Ste 100 | Grapevine | TX | 76051 | 626-695-9707 | (951) 371-2020 |
| Tymon Global Inc. | | Sumana Mupala | sumana1@tymonglobal.com | raju@tymonglobal.com | 2001 Auburn Hills Pkwy | Suite # 102 | McKinney | TX | 75071 | (469)545-9099 | (469)545-9099 |
| Vinsari LLC | | Satish Gogineni | bob@vinsari.com | | 5005 W Royal Ln | Ste 286 | Irving | TX | 75063 | (214)277-4878 | (214)277-4878 |
| Viscosity North America, Inc. | | Charles Kim | charles.kim@viscosityna.com | monica.li@viscosityna.com | 3016 Communications Pkwy | Ste 200 | Plano | TX | 75093 | 469-444-1380 | 469-444-1380 |
| 541519 | | | | | | | | | | | |
| 360CyberX, LLC | | Christopher Iwui | iwujic14@360cyberx.com | iwujic14@gmail.com | 3010 LBJ Fwy | Ste 1200 | Dallas | TX | 75234 | 920-527-0066 | 945-246-7173 |
| AdvanComm, LLC | | Joe Muro | joe.muro@advancomm.com | sales4ac@advancomm.com | 7650 McCallum Blvd | #1-2002 | Dallas | TX | 75252 | 972-814-6170 | 972-972-9009 |
| AI Connex LLC | | Dan Sinawat | dan.sinawat@aiconnex.ai | | 9752 Derbyshire Dr | | Frisco | TX | 75035 | (469)996-9705 | (469)996-9705 |
| AI Virtualize, LLC | | Aaron Njagi | aaron.njagi@allvirtualize.com | | 2488 Dove Creek Dr | | Little Elm | TX | 75068 | 469-570-0303 | 469-570-0303 |
| Amtek Consulting, LLC | | Satya Movva | smovva@amtekconsulting.com | vmovva@amtekconsulting.com | 4100 Alpha Rd | Ste 458 | Dallas | TX | 75244 | 214-680-6111 | 214-680-6111 |
| Aplos America Inc. | | Srinivasa Bobby Rao | bobby@aplosamerica.com | | 5005 W Royal Ln | Ste 132 | Irving | TX | 75063 | (201)274-6264 | (201)274-6264 |
| Argus Partners LLC dba Argus IT Services | | Thomas Howard | thoward@argusx.com | swalter@argusx.com | 1111 W Carrier Pkwy | Ste 300 | Grand Prairie | TX | 75050 | 214-995-8732 | 214-995-8732 |
| Aspire Cyber, LLC | | Derrich Phillips | info@aspirecyber.com | info@aspirecyber.com | 9330 LBJ Freeway | Suite 900 | Dallas | TX | 75243 | 214-791-6999 | |
| Automated Improvement Solutions, LLC dba Xedious | | Enrico Linscheer | einscheer@xedious.com | dfreeman@xedious.com | 5407 Keating Ct | | Richardson | TX | 75082 | 954-465-5576 | 954-465-5576 |
| AvaWatz Company | | RAJINI ANACHI | rajini@avawatz.com | rajini@avawatz.com | 9780 Minister Lane | | FRISCO | TX | 75035 | 781-223-1524 | 978-923-8685 |
| Ayoka, LLC | | Eknauth Persaud | eknauth.persaud@ayokasystems.com | eknauth.persaud@ayokasystems.com | 2313 Brookholow Plaza Drive | | Arlington | TX | 76006 | 817-210-4042 | 866-210-4042 |
| Battlebyte Technology Solutions LLC | | Satish Nagarapu | satish@battlebytetech.com | | 1020 Candlewood Trail | | Irving | TX | 75063 | (972)693-5695 | (972)693-5695 |
| Beta Staffing LLC dba Beta Link Solutions | | Akindeji Jolasimi | connect@betalinkolutions.com | | 1500 Dragon St. | Ste 160 | Dallas | TX | 75207 | (214)960-6842 | (800)460-0821 |
| Blue Prairie Synergy Solutions, LLC | | Christopher Hunt | | | 1320 Camberley Court | | Keller | TX | 76248 | 682-351-2963 | |
| Business Control Systems, LP | | Dianne Ferguson | dianne.ferguson@bcsmis.com | dianne.ferguson@bcsmis.com | 5808 COMMUNICATIONS PKWY | | PLANO | TX | 75093 | 972-241-8392 | 972-241-8893 |
| Business Intelligent Solutions LLC | | Ikenna Egbosimba | ikenna@solutions-bi.com | | 7001 Windmill St. | | Aubrey | TX | 76227 | 501-786-2909 | 202-596-5755 |
| BuzzClan LLC | | Archana Jain | sjain@buzzclan.com | gov@buzzclan.com | 5757 ALPHA RD | SUITE 340 | DALLAS | TX | 75240 | 469-251-2899 | 469-251-2899 |
| C R Johnson & Associates, Inc | | Rose Johnson | rjohnson@crjohnson.net | carl.johnson@crjohnson.net | 400 Bridgewater Pl | | Flower Mound | TX | 75028 | (214)914-9505 | (214)914-9505 |
| CESCO, INC. (IT Equipment, Software Solutions, Supplies, Sales, & Services) | | Billie Bryant Schultz | bbschultz@cesco-inc.com | bbryant@cesco-inc.com | 11969 Plano Road | Suite 130 | Dallas | TX | 75243 | 214-824-8741 | 214-824-0490 |
| Cognitus Consulting LLC | | Pratapa Reddy Sathi | psathi@cognitus.com | nkhanana@cognitus.com | 16600 Dallas Pkwy | #200 | Dallas | TX | 75248 | (248)924-7605 | (248)924-7605 |
| Dallas / Fort Worth Technology, Inc | DFW Technology | Charlie W. Chen | Charlie.Chen@dfwtechnology.com | login@dfwtechnology.com | 1201 INTERNATIONAL PKWY | SUITE 100 | RICHARDSON | TX | 75081 | 972-907-9977 | 972-744-0822 |
| DominionStack LLC | | Daniel Berthe | daniel@dominionstack.com | abraham@dominionstack.com | 7879 Riverfall Dr | | Dallas | TX | 75230 | (240)305-1652 | (240)305-1652 |
| DSI Telecom Inc. dba F2G Solutions Inc | | Francis Kamgang | francis.kamgang@f2gsolutions.com | | 1400 Preston Rd | Ste 400 | Plano | TX | 75093 | 469-831-6073 | 972-665-9850 |
| E Computer Technologies, Inc. | | Rama Devi Gadde | rama@ecomputertech.com | ravi@ecomputertech.net | 101 W Renner Rd | Ste 250 | Richardson | TX | 75082 | 214-425-5717 | 972-889-1818 |
| Echo IT Solutions, Inc. | | Bhargava Peri | bhargava@echoitsol.com | contracts@echoitsol.com | 2695 Villa Creek Dr | Ste B275 | Farmers Branch | TX | 75234 | 443-564-2343 | 972-666-8291 |
| ECOM Consulting, Inc. | | Baku Kshatriya | baku@ecomconsultinginc.com | | 2828 W Parker Rd | Suite 224 | Plano | TX | 75075 | 972-742-6817 | 972-578-0191 |
| Elliott Management, LLC | | Alan Elliott | elliott@ellimgmt.com | adelliott@ellimgmt.com | 610 Uptown Blvd | Ste 2000 | Cedar Hill | TX | 75104 | 307-996-6144 | 307-996-6144 |

| | | | | | | | | | | | |
|---|---|---------------------------|---|---|---------------------------------|-------------|------------------------|----|-------|---------------|----------------|
| Emory Nason LLC dba Teknology Source | | Kevin Nason | kevinnason@teknologysource.com | davidbooty@teknologysource.com | 15150 Preston Rd | Ste 300 | Dallas | TX | 75248 | 214-642-1909 | 214-642-1909 |
| Enteranet, LLC | | Robert Bernal Gonzalez | rbernal@enteranet.com | rbernal@enteranet.com | 1214 Lake Trail Ct | | Wylie | TX | 75098 | 469-790-0083 | |
| E-Procurement Consultants, LLC dba Apphaus Technology | | James Thompson | james@eprocurementconsultants.com | james@eol16.com | 3560 W Camp Wisdom Rd | | Dallas | TX | 75115 | (214)770-0801 | (214)770-0801 |
| ESK GROUP INC | TECHNOVA GLOBAL | Erish Thapa | HR@TECHNOVAGLOBAL.COM | HR@TECHNOVAGLOBAL.COM | 1333 CORPORATE DR | SUITE 116 | IRVING | TX | 75038 | 940-391-8188 | |
| Ethan Solutions, Inc | Ethan Solution Technologies | James Wilkinson | james@ethan-solutions.com | james@ethan-solutions.com | 3583 Plum Vista PL | | Arlington | TX | 76005 | 682-323-0005 | 888-331-0344 |
| Eveco Inc | | Jose Canario | canario.jose93@gmail.com | canario.jose93@gmail.com | 3707 Wycliff Ave | | Dallas | TX | 75219 | 212-920-9127 | |
| eVerge Group, LLC | | Esteban Neely | neely@evergroup.com | johsonk@evergroup.com | 7 Green Park Drive | | Dallas | TX | 75248 | 972-398-5915 | 972-608-1893 |
| Farz Solutions, LLC | Farz AI | Farida Bhamral | farida@farz.ai | farida@farz.ai | 400 Ginkgo Circle | | Irving | TX | 75063 | 313-244-7486 | |
| Fiber Guy's, LLC | | Vernon Norris | fiberguys@icloud.com | fiberguys@icloud.com | 1555 Elm St | | Dallas | TX | 75201 | 214-405-2328 | |
| Frontier Media Inc. dba Axis Technologies | | George D. Bower | gpower@axistec.com | svoller@axistec.com | 5904 Chapel Hill Blvd | Ste 205 | Plano | TX | 75093 | 214-564-9168 | 469-429-6330 |
| Fuchsia Services, Inc. dba Fushiaa | | Vijayalakshmi Rajaraman | viji@fushiaa.com | gayathri.srinivasan@g3techconsultants.com | 8401 Orchard Hill Dr | | Plano | TX | 75025 | (248)219-9442 | (248)219-9442 |
| G3 Tech Consultants LLC | | Gayathri Srinivasan | gayathri.srinivasan@g3techconsultants.com | gayathri.srinivasan@g3techconsultants.com | 204 Harbor Hills Dr | | Flower Mound | TX | 75028 | 732-713-3765 | |
| HBPad Consulting LLC | | Henry Oshiokepkhai | henry.oshio@hbgpad.com | henry.oshio@hbgpad.com | 3010 LBJ Fwy | Suite 1200 | Dallas | TX | 75234 | (469)444-6501 | (469)444-6501 |
| Hiten Software Solutions | Hiten Software Solutions LLC | SUBHADRA GANDLURU | subhadra.gandluru@gmail.com | accounts@hitensoftware.com | 609 Rancho Laredo Trl | | Southlake | TX | 76092 | 312-351-1244 | |
| HTNASOLUTIONS INC | | Chaudhry Arafat | arafat@htnasolutions.com | arafat@htnasolutions.com | 401 Kirkland Rd | | Garland | TX | 75044 | 614-815-0578 | |
| iBase Technologies, Inc. | | Venkata Katikala | venkata@ibasetechnologies.com | sarata@ibasetechnologies.com | 10881 Abercrombie Trail | | Frisco | TX | 75035 | (908)338-1253 | (908)338-1253 |
| Infolob Global, Inc. | | Vijay Cherukuri | vijay@infolob.com | ar@infolob.com | 1193 W John Carpenter Fwy | Ste 102 | Irving | TX | 75039 | (972)535-5559 | (972)535-5559 |
| Innovative Logics, LLC | | Worris Levine | wlevine@innovativelogics.com | wlevine@innovativelogics.com | 7 Home Place Ct | | Dalworthington Gardens | TX | 76016 | 214-317-9339 | 888-505-1346 |
| Intellisoft Technologies, Inc. | | Sowmya Manduva | sowmya@intellisofttech.com | sheeja@intellisofttech.com | 11494 Luna Rd | Ste 280 | Farmers Branch | TX | 75234 | 214-505-3690 | 972-756-1212 |
| International Technologies, Inc. | | Sanjay Anand | iti13747@gmail.com | sa@us-ii.com | 4001 McEwen Rd | Suite 440 | Dallas | TX | 75240 | 214-540-8925 | 214-000-0000 |
| JTech Solutions LLC | | James Thomas | jtechsolutions04@gmail.com | jtechsolutions04@gmail.com | 3612 Lillian Ct | | Celina | TX | 75009 | (469)668-3174 | (469)668-3174 |
| KayDev Technology, LLC | | Michael Billings | mb@kaydevtech.com | mb@kaydevtech.com | 1751 River Run, Suite 200 | Suite 200 | Fort Worth | TX | 76107 | 817-939-5873 | |
| L4 Enterprise Consulting LLC | | Olanrewaju Adelayo | lanre.adelajo@4elclic.com | lanre.adelajo@4elclic.com | 4413 Paintbrush Way | | Aubrey | TX | 76227 | (301)655-7662 | (301)655-7662 |
| LM CONSULTING LLC | | Lorraine Menezes | HR@LMCLLC.NET | HR@LMCLLC.NET | 1017 High Hawk Trail | | Eules | TX | 76039 | 832-721-5668 | 817-685-0007 |
| Lucid Technologies, Inc | | Uma Devireddy | uma@lucidtechinc.com | uma@lucidtechinc.com | 6800 Freeport Pkwy | | Irving | TX | 75063 | (817)793-2333 | (214)385-4144 |
| M Institute LLC | | Keith Matthews | keith.matthews291@gmail.com | keith.matthews291@gmail.com | 2608 Beaver Bend Dr | | Plano | TX | 75025 | (214)799-7653 | (214)799-7653 |
| Magnamus, Inc. | | Nagesh Seemakurty | nageshs@magnamus.com | ramas@magnamus.com | 6565 MacArthur Blvd | #225 | Dallas | TX | 75039 | 972-697-5947 | 972-697-5947 |
| MavenCode LLC | | Charles Adetloye | charles@mavencode.com | yewande@mavencode.com | 630 E Southlake Blvd | Ste 133 | Southlake | TX | 76092 | (214)336-4478 | (214)556-1262 |
| Mavros LLC | Mavros LLC | Christopher Brown | businessdevelopment@mavrostechology.com | businessdevelopment@mavrostechology.com | 10935 Estate Ln | #S478 | Dallas | TX | 75238 | 844-526-6682 | |
| McNeely Technology Solutions, Inc | | Christopher Brown | businessdevelopment@mavrostechology.com | businessdevelopment@mavrostechology.com | 10955 Villa Haven Drive | | Dallas | TX | 75238 | 214-242-3880 | 214-349-9994 |
| Miligan Partners LLC | | Tyler K. Miligan | info@miliganpartners.com | info@miligan.co | 17250 Dallas Parkway | | Dallas | TX | 75248 | 888-885-1302 | |
| MSA Software LLC | | Mustafa Arif | mustafa.arif@msasoftware.us | samra.kazi@msasoftware.us | 5200 Boxwood Ln | | McKinney | TX | 75070 | (909)485-8480 | (469)545-9925 |
| NAN SOLUTIONS LLC | | Nelson White | ceo@nan-solutions.com | CEO@NAN-SOLUTIONS.COM | 1901 Southeast Pkwy | STE 110 | Arlington | TX | 76018 | 972-220-9260 | |
| National Systems America, L.P. | | Hari Patro | hpatro@nsiamerica.com | manager@nsiamerica.com | 6860 N Dallas Pkwy | Suite 200 | Plano | TX | 75024 | 972-333-1016 | 972-212-7434 |
| NewEdge Services, LLC | | Brad Daugherty | bdaugherty@newedgeservices.com | bdaugherty@newedgeservices.com | 9191 Kyser Way, Suite 103 | | Frisco | TX | 75033 | 469-888-5044 | 214-705-1573 |
| Nouveau Consulting dba NVS Consulting | | Nevin Zhu | nevin@nvsconsulting.io | nevin@nvsconsulting.io | 1925 E Beltline Rd | Suite 470 | Carrollton | TX | 75006 | 817-793-7092 | (817)793-7092 |
| Numbers Only, Inc. | | Shamila Polavarapu | spolavarapu@numbersonly.com | hpolavarapu@numbersonly.com | 1848 Norwood Plaza | Ste 112 | Hurst | TX | 76054 | 732-939-9533 | 817-251-6200 |
| Omega Business Systems, LLC | | Norman Labrosse | nlabrosse@omegabiz.com | nlabrosse@omegabiz.com | 7313 Craig St | | FORT WORTH | TX | 76112 | 817-406-0630 | 817-492-4250 |
| Open Integration Consulting, Inc. | | David Gonzales | dgonzales@oic-inc.com | pitman@oic-inc.com | 7720 Rufe Snow Drive | Suite 500 | Fort Worth | TX | 76148 | 972-386-3287 | 972-499-7241 |
| Panzer Security Consulting Inc. dba E-Panzer | | Rachael Deji | irachael@e-panzer.com | info@e-panzer.com | 414 W Parkway St. | | Denton | TX | 76201 | (972)900-2935 | (877)230-2333 |
| Powerhouse Guardians Corp | Powerhouse Guardians Corp. | Loai Marashdeh | info@powerhouseguardians.ai | info@powerhouseguardians.ai | 4001 Darlington Way | | MCKINNEY | TX | 75071 | 469-927-6524 | |
| PRIMUS Global Services, Inc. | | Anil Kiluru | anil@primusglobal.com | stull@primusglobal.com | 1431 Greenway Dr | Suite 750 | Irving | TX | 75038 | 972-753-6500 | 972-753-6500 |
| Prisa Consulting Services LLC | | Sagar Gautam | info@prisalic.com | info@prisalic.com | 1001 W Eules Blvd | Ste 411 | Eules | TX | 76040 | 214-609-3070 | (817)609-4431 |
| Qcentrio Technologies LLC | | Padmaja Katraqadda | padma@qcentriocm.com | hr@qcentriocm.com | 8668 John Hickman Pkwy | Ste 907 | Frisco | TX | 75034 | (972)971-1964 | (972)971-1964 |
| Quick Response Systems, Inc | | Olayinka Adeyemo | YINKA@QRSYSTEMS.COM | yinka@qrsystems.com | 701 DALWORTH ST | | GRAND PRAIRIE | TX | 75050 | 972-263-9111 | 972-266-2440 |
| RobustWare Inc | | Ashok Chitiprotu | ashok@robustwareinc.com | raghu@robustwareinc.com | 209 State Highway 121 Bypass | 36B | Lewisville | TX | 75067 | (972)945-0202 | (972)945-0202 |
| SBP Consulting, Inc. | | Vani Sirupa | vani@sbpcorp.com | ashok@sbpcorp.com | 1303 W Walnut Hill Ln | Ste 350 | Irving | TX | 75038 | (630)999-5352 | (630)999-5352 |
| Scalability Data, Ltd Co | | Ryan Riggs | ryan.riggs@scalabilitydata.com | ryanriggs@gmail.com | 2032 Cumberland Trl | | Plano | TX | 75023 | (469)867-3155 | (469)867-3155 |
| Scopemax Services LLC | | Basirat Rai | BUYING@SCOPEMAX-LLC.COM | buying@scopemax-llc.com | 5133 Pinellas Ave | | Keller | TX | 76244 | 817-883-8094 | 000-000-0000 |
| Sirahu Corporation | | Jacintha Mary | jmary@sirahu.com | sissy@gmail.com | 7950 Legacy Dr | Suite 400 | Plano | TX | 76024 | (610)386-7357 | (610)386-7357 |
| Sioka Technologies, Inc | | Swarupa Ralalappi | swarupa@sloka.com | swarupa@sloka.com | 2550 E State Hwy 121 Building 7 | | Lewisville | TX | 75056 | (972)729-0000 | (972)729-0000 |
| Softlabs Technologies, Inc. | | Chandra Sunny Alur | sunny@softlabsinc.com | softlabs2805@gmail.com | 2805 Meryglan Ln | | Flower Mound | TX | 75022 | (972)310-3768 | (972)635-3366 |
| SSP Consulting, L.C. | | Calvin Stephens | calvinstephens@gmail.com | sspc@msn.com | 2100 Valley View Ln | Ste 303 | Farmes Branch | TX | 75234 | 214-207-4185 | 214-207-4185 |
| Suniksha Technologies LLC | | Venkatasuneetha Mupparaju | government@sunikshainfotech.com | government@sunikshainfotech.com | 2601 Little Elm Pkwy | | Little Elm | TX | 75068 | 214-784-0538 | |
| SWAG247-GFJ LLC | TeleTech Solutions | Reginald Hillard | reggie@teletechx.com | reggie@teletechx.com | 5 Cowboys Way | SUITE #300 | Frisco | TX | 75034 | 469-826-2277 | 469-826-2277 |
| Sysontek Consulting, LLC | | ALLAN CALLO | allan.callo@sysontek.com | allan.callo@sysontek.com | 3090 Nowitzki Way | Ste 300 | Dallas | TX | 75219 | 682-292-9288 | 830-688-4898 |
| TCS | Texas Communications Services | Raul Esclante | info@texascomputerconsultants.com | info@texascomputerconsultants.com | 3605 Bermuda Dr | | Rowlett | TX | 75088 | 833-892-5276 | |
| Tech Waq, Inc. | | Poonam Garg | emuser@gmail.com | emuser@gmail.com | 305 Riva Ridge | | Wylie | TX | 75098 | (425)615-9748 | (425)615-9748 |
| TexBaq Inc | CMIT Solutions of Dallas-White Rock and Highland Park | Carmen Parra | cparra@cmitsolutions.com | cparra@cmitsolutions.com | 4514 Cole Avenue | Suite 600 | Dallas | TX | 75205 | 214-785-6194 | 214-559-7103 |
| The Brass Effect, Inc. | | Antonio Straman | antonio@thebrasseffect.com | antonio@thebrasseffect.com | 16491 SEDGEMOOR DR | | FRISCO | TX | 75033 | 214-872-6773 | 210-978-5493 |
| THE EVOLVERS GROUP, L.P. | | Sandeep Sharma | ssharma@evolversgroup.com | corp@evolversgroup.com | 2504 Stillwater Court | | Flower Mound | TX | 75022 | 214-224-0866 | 469-519-0110 |
| The i4 Group Consulting, LLC | | Charles Madtox | charles@thei4group.com | charles@thei4group.com | 1206 Rio Grande Ct | | Allen | TX | 75013 | 214-205-0846 | 254-531-0432 |
| The Perry Group Executive Consulting | | Reginald Perry | reggie.perry@tpgc-us.com | reggie.perry@tpgc-us.com | 5997 Shady Oaks | | Frisco | TX | 75034 | (469)866-9956 | (469)866-9956 |
| The Purpose Built Group LLC | | Brandon Rapp | brapp@allouve.com | hello@allouve.com | 2550 Pacific Ave | Ste 700 | Dallas | TX | 75226 | (504)820-0896 | (214)225-0480 |
| Themesoft, Inc. | | Mahalakshmi Manickam | maha@themesoft.com | shiva@themesoft.com | 616 S Coppell Rd | | Coppell | TX | 75019 | 719-599-9911 | 972-474-8787 |
| Transpere LLC | | Yulan Peng | yulan.peng-lewis@transpere.com | rick.lewis@transpere.com | 2451 W Grapevine Mills Circle | Ste 100 | Grapevine | TX | 76051 | 626-695-9707 | (951) 371-2020 |
| Tunabear, Inc. | | Benjamin Dai | bda@tunabear.com | resource@tunabear.com | 11711 Hillcrest Rd | | Dallas | TX | 75230 | 214-288-8882 | 888-882-7988 |
| Tymon Global Inc. | | Sumana Muppala | suma1@tymonglobal.com | raju@tymonglobal.com | 2001 Auburn Hills Pkwy | Suite # 102 | McKinney | TX | 75071 | (469)545-9099 | (469)545-9099 |
| VEB Solutions, Inc. | | Jose Santos | kusan.ops@vebsolutions.com | kusan.ops@vebsolutions.com | 5055 Addison Cir #430 | | Addison | TX | 75001 | 214-964-0707 | 972-676-0664 |
| Ven Solutions, LLC | | Radhika Karla | radhika@vensolve.com | kakani@vensolve.com | 5005 W Royal Ln | Ste 124 | Irving | TX | 75063 | 317-675-6665 | 312-354-0766 |
| VEN Technologies, LLC | | Vuna Adams | vadam@thevengroup.com | ventechsys@gmail.com | 201 S Joe Willson Rd | Unit 1225 | Cedar Hill | TX | 75104 | 214-881-4801 | 214-881-4801 |
| Verge Information Technologies Inc. dba Verge IT | | Mark McLaughlin | mark@vergeit.com | rpowell@vergeit.com | 7801 Alma Dr | #105332 | Plano | TX | 75025 | 972-979-0363 | 940-279-1390 |
| Vinsari LLC | | Satish Gogineni | bob@vinsari.com | bob@vinsari.com | 5005 W Royal Ln | Ste 286 | Irving | TX | 75063 | (214)277-4878 | (214)277-4878 |
| Virtue Serve, LLC | | Arvind Nerella | arvind@virtueserve.com | arvind@virtueserve.com | 8600 Freeport Pkwy | Ste 220 | Irving | TX | 75063 | 401-489-3903 | 401-489-3903 |
| Viscosity North America, Inc. | | Charles Kim | charles.kim@viscosityna.com | monica.li@viscosityna.com | 3016 Communications Pkwy | Ste 200 | Plano | TX | 75093 | 469-444-1380 | 469-444-1380 |

| | | | | | | | | | | | |
|---|------------------------------|-------------------------|---|---|-----------------------------------|---------------|------------------------|----|-------|---------------|---------------|
| ETHIRE LLC | | Kalrav Amin | kal@ethires.com | | 1702 Washington St. | | Princeton | TX | 75407 | (440)390-2525 | (217)699-0000 |
| Ethos Business Solutions LLC | | Cedric Carter | cedric.carter@ethosbusinessolutions.com | mindy.carter@ethosbusinessolutions.com | 850 Central Pkwy E | Suite 110 | Plano | TX | 75074 | (214)213-8322 | (855)463-8467 |
| Everge Inc | | Jose Canario | canario.jose93@gmail.com | canario.jose93@gmail.com | 3707 Wycliff Ave | | Dallas | TX | 75219 | 212-920-9127 | |
| eVerge Group, LLC | | Esteban Neely | neely@evergegroup.com | johnson@evergegroup.com | 7 Green Park Drive | | Dallas | TX | 75248 | 972-398-5915 | 972-608-1893 |
| Fairway Communications LLC | | Angela Farragut | customer@fairway-communications.com | customer@fairway-communications.com | 910 Creekhollow Ct | | Keller | TX | 76248 | 228-731-7880 | |
| FlexChain LLC dba Pileo Solutions | | Pragnesh Shah | pragnesh.shah@flexchain.net | prshah102@gmail.com | 3360 Country Glen Trail | | Frisco | TX | 75034 | (650)533-6649 | (650)533-6649 |
| Frontier Media Inc. dba Axis Technologies | | George D. Bower | gbower@axistec.com | svoller@axistec.com | 5904 Chapel Hill Blvd | Ste 205 | Plano | TX | 75093 | 214-564-9168 | 469-429-6330 |
| FTGG LLC dba Precise Homes | | Terence Walker | terence@precise-home.com | terence.walker23@gmail.com | 6920 Alexandria Ct | Suite 125/128 | Fort Worth | TX | 76133 | (682)518-4656 | (682)390-2512 |
| Fuchsia Services, Inc. dba Fushia | | Vijayalakshmi Rajaraman | vij@fushia.com | | 8401 Orchard Hill Dr | | Plano | TX | 75025 | (248)219-9442 | (248)219-9442 |
| Full Circle Technologies, LLC | | Abheeshk Sharma | asharma@fulcircle.com | gayathri.srinivasan@g3techconsultants.com | 5901 Stage Coach Circle | | Westlake | TX | 76262 | 352-219-3377 | 469-676-1786 |
| G3 Tech Consultants LLC | | Gayathri Srinivasan | gayathri.srinivasan@g3techconsultants.com | gayathri.srinivasan@g3techconsultants.com | 204 Harbor Hills Dr | | Flower Mound | TX | 75028 | 732-713-3765 | |
| GJ Cloud Solutions Inc | | Patrick Bradford | patrick@gjcloudsolutions.com | raj@gjcloudsolutions.com | 511 East John Carpenter Freeway | Suite 500 | Inving | TX | 75062 | (682)465-5662 | (469)493-4520 |
| Global IP Networks, Inc. | | Lusy Nalahamidjaja | reyner@gipnetworks.com | lusy@gipnetworks.com | 1009 Jupiter Rd | | Plano | TX | 75074 | 469-583-5088 | 214-432-0419 |
| HBPAD Consulting LLC | | Henry Oshio | henry.oshio@hbpad.com | | 3010 LBJ Fwy | Suite 1200 | Dallas | TX | 75234 | (469)444-6501 | (469)444-6501 |
| Hiten Software Solutions | Hiten Software Solutions LLC | SUBHADRA GANDLURU | subhadra.gandluru@gmail.com | accounts@hitensoftware.com | 609 Rancho Laredo Trl | | Southlake | TX | 76082 | 312-351-1244 | |
| H02 Systems, LLC | | Harry Omorsege | homorsege@h02systems.com | | 4645 Avon Ln | Ste 220 | Frisco | TX | 75033 | 678-469-7274 | (214)501-5545 |
| HTNASOLUTIONS INC | | Chaudhry Arafat | arafat@htnasolutions.com | arafat@htnasolutions.com | 401 Kirkland Rd | | Garland | TX | 75044 | 614-815-0578 | |
| iFlow, Inc. | | Jiju Thomas | thomas@iflowonline.com | asthveen@iflowonline.com | 6800 Wiskopf Ave. | Ste 150 | McKinney | TX | 75070 | 248-808-8646 | 248-808-8646 |
| Ikerd Consulting, LLC | | Brenda H Ikerd | bikerd@ikerd.com | bikerd@ikerd.com | 8117 Preston Road | Suite 300 | Dallas | TX | 75225 | 214-392-4021 | 214-000-0000 |
| Infolob Global, Inc. | | Vijay Cherukuri | vijay@infolob.com | ar@infolob.com | 1193 W John Carpenter Fwy | Ste 102 | Inving | TX | 75039 | (972)535-5589 | (972)535-5589 |
| Innovation Network Technologies Corporation dba InNet | | Ibia Guma Love | iguma@innetworktech.com | glove@innetworktech.com | 5729 Lebanon Rd | Ste 144 | Frisco | TX | 75034 | 469-951-7550 | 972-624-1222 |
| Innovative Logics, LLC | | Worris Levine | wlevine@innovativelogics.com | | 7 Home Place Ct | | Dalworthington Gardens | TX | 76016 | 214-317-9339 | 888-505-1346 |
| Intellisavvy LLC | | Siva Kalavagunta | siva.kalavagunta@intellisavvy.com | radhika@intellisavvy.com | 4545 Fuller Dr | Ste 402 | Inving | TX | 75038 | (469)236-0721 | (469)236-0721 |
| International Technologies, Inc. | | Sanjay Anand | iti13747@gmail.com | sa@us-iti.com | 4001 McEwen Rd | Suite 440 | Dallas | TX | 75240 | 214-540-8925 | 214-000-0000 |
| Intras Services Group LLC dba Intras Cloud Services | | Kareem Merritt | kareem@intrascloudservices.com | radams@intrascloudservices.com | 17950 Preston Rd | Suite 260 | Dallas | TX | 75252 | 214-733-3270 | 972-791-8467 |
| ITCONNECTUS INC | | Lakshmi Kalluru | Lakshmi.reddy@itconnectus.com | Lakshmi.reddy@itconnectus.com | 101 E Park Blvd. | 6th floor | Plano | TX | 75074 | 949-490-2468 | |
| Jade Business Services LLC | | Vinod Himatsinghani | vh@jade-biz.com | dc@jade-biz.com | 9300 John Hickman Pkwy | Ste 401 | Frisco | TX | 75035 | (848)250-9195 | (800)523-3249 |
| JTech Solutions LLC | | James Thomas | jtechsolutions04@gmail.com | | 3612 Lillian Ct | | Celina | TX | 75009 | (469)668-3174 | (469)668-3174 |
| KayDev Technology, LLC | | Michael Billings | mb@kaydevtech.com | mb@kaydevtech.com | 1751 River Run, Suite 200 | Suite 200 | Fort Worth | TX | 76107 | 817-939-5873 | |
| Keleusmatic Technologies, Inc | | Michael Yu | michael.yu@keleusmatic.com | MICHAEL.YU@KELEUSMATIC.COM | 1452 Hughes Road | Suite 200 | Grapevine | TX | 76054 | 954-543-5701 | 954-543-5711 |
| Kirton Consulting LLC | KKK | Kleya Kirton | info@kirtonconsultinggroup.com | info@kirtonconsultinggroup.com | 309 Pine Top Dr | | Murphy | TX | 75094 | 631-339-4291 | |
| L4 Enterprise Consulting LLC | | Lanre Adelayo | lanre.adelayo@l4ecllc.com | l4enterprise@l4ecllc.com | 4413 Paintbrush Way | | Aubrey | TX | 76227 | (301)655-7662 | (301)655-7662 |
| Liaison Partners LLC dba New West Technologies SE | | Janette Muchae | jmuchae@theliasonpartners.com | gmuchae@theliasonpartners.com | 2580 W Camp Wisdom Rd | Suite 100-154 | Grand Prairie | TX | 75052 | 612-250-2967 | 844-576-9873 |
| Lim & Associates, Inc | | Siang Daniel Lim | lim@limtexas.com | limassoc@aol.com | 1112 N. Zang Boulevard, Suite 200 | Suite 200 | Dallas | TX | 75203 | 214-942-1888 | 214-942-9881 |
| LM CONSULTING LLC | | Lorraine Menezes | HR@LMCLLC.NET | HR@LMCLLC.NET | 1017 High Hawk Trail | | Euleess | TX | 76039 | 832-721-5568 | 817-685-0000 |
| Magnamus, Inc. | | Nagesh Seemakurty | nageshs@magnamus.com | ramas@magnamus.com | 6565 MacArthur Blvd | #225 | Dallas | TX | 75039 | 972-697-5947 | 972-697-5947 |
| Maruthi Technologies Inc. dba Anblicks | | Kanakamedala | kumar@anblicks.com | contracts@anblicks.com | 14911 Quorum Dr | Ste 390 | Dallas | TX | 75254 | 214-395-4571 | 972-996-6373 |
| MavenCode LLC | | Charles Adetloye | charles@mavencode.com | wyand@mavencode.com | 630 E Southlake Blvd | Ste 133 | Southlake | TX | 76092 | (214)336-4478 | (214)556-1262 |
| Mavros LLC | Mavros LLC | Christopher Brown | businessdevelopment@mavrostechology.com | businessdevelopment@mavrostechology.com | 10935 Estate Ln | #S478 | Dallas | TX | 75238 | 844-526-6682 | |
| McNeely Technology Solutions, Inc | | | | | 10955 Villa Haven Drive | | Dallas | TX | 75238 | 214-249-9994 | W/O |
| MkNhan Architects PLLC | | Mahbuba Khan | mghan@mknhan.com | | 219 Brittany Dr | | Coppell | TX | 75019 | 972-740-0783 | 972-740-0783 |
| MobileComm Professionals Inc. | | Harvinder Cheema | hcheema@mcpsinc.com | glikhari@mcpsinc.com | 465 W. President George Bush Hwy | Suite 200 | Richardson | TX | 75080 | 214-575-4500 | 214-575-4500 |
| Mprogen Systems Inc. | | Sukant Mohapatra | sukant@mprogen.com | | 5700 Tennyson Pkwy | Ste 300 | Plano | TX | 75024 | 214-924-8018 | 214-924-8018 |
| MSIT Systems, INC | | Devi Geesala | devisun25@gmail.com | tejorama@msitsystems.com | 1222 E Arapaho Rd | #318 | Richardson | TX | 75081 | 732-325-3088 | 732-347-8041 |
| MTH Technologies LLC dba VRIOD Digital | | Venkatesh Hariharan | venkatesh.hariharan@vriodigital.com | mahalakshmi.venkatesh@vriodigital.com | 300 N Cot Rd | Suite 1520 | Richardson | TX | 75035 | (214)796-3552 | (214)238-7007 |
| NAN SOLUTIONS LLC | | Nelson White | ceo@nan-solutions.com | CEO@NAN-SOLUTIONS.COM | 1901 Southeast Pkwy | STE 110 | Arlington | TX | 76018 | 972-220-9260 | |
| National Systems America, L.P. | | Hari Patro | hpatro@nsiamerica.com | manager@nsiamerica.com | 6860 N Dallas Pkwy | Suite 200 | Plano | TX | 75024 | 972-333-1016 | 972-212-7434 |
| NewEdge Services, LLC | | Brad Daugherty | bdaugherty@newedgeservices.com | bdaugherty@newedgeservices.com | 9191 Kyser Way, Suite 103 | | Frisco | TX | 75033 | 469-888-5044 | 214-705-1573 |
| Newt Global Consulting, LLC | | Neeta Goel | ngoel@newtglobalcorp.com | sgoel@newtglobalcorp.com | 1256 Corporate Dr | Suite 200 | Inving | TX | 75038 | 214-727-9591 | 972-887-3159 |
| NGS Solutions Inc. | | Nuruddin Punjwani | noor@ngssolution.com | | 4136 Choctaw Dr | | Carrollton | TX | 75010 | (972)795-2831 | (972)795-2831 |
| Neuveau Consulting dba NVS Consulting | | Nevin Zhu | nevin@nvsconsulting.io | | 1925 E Beltline Rd | Suite 470 | Carrollton | TX | 75006 | 817-793-7092 | (817)793-7092 |
| NUEL GLOBAL LLC | | OLUWAFEMI ADEYEYE | oluwafemi@nuelglobal.com | nuelglobal@gmail.com | 1601 E Lamar Blvd | | Arlington | TX | 76011 | 817-287-1640 | |
| Numbers Only, Inc. | | Shamila Polavarapu | spolavarapu@numbersonly.com | hpolavarapu@numbersonly.com | 1848 Norwood Plaza | Ste 112 | Hurst | TX | 76054 | 732-939-9533 | 817-251-6200 |
| NXTStep Consulting, LLC | | Gourav Goyal | ggoyal@nxtstepconsultant.com | | 105 Forest Bend Dr | | Coppell | TX | 75019 | (214)927-3220 | (214)927-3220 |
| Omega Business Systems, LLC | | Norman Labrosse | nlabrosse@omegabiz.com | nlabrosse@omegabiz.com | 7313 Craig St | | FORT WORTH | TX | 76112 | 817-406-0330 | 817-492-4250 |
| Open Integration Consulting, Inc. | | David Gonzales | dgonzales@oic-inc.com | jitman@oic-inc.com | 7720 Rufe Snow Drive | Suite 500 | Fort Worth | TX | 76148 | 972-368-3287 | 972-499-7241 |
| Panzer Security Consulting, Inc. | E-Panzer Security Consulting | Rachael Ideil | info@e-panzer.com | INFO@E-PANZER.COM | 414 W Parkway St | | Denton | TX | 76201 | 877-230-3233 | |
| Paragon Project Resources, Inc. | | William Correa | william.correa@zparagon.com | william.correa@zparagon.com | 1901 Royal Lane, Suite 104 | | Dallas | TX | 75229 | 214-634-7060 | 214-634-0097 |
| Pertius, Inc. | | Ram Mavulati | ram@pertiusinc.com | | 4425 W Airport Fwy | Suite 205 | Inving | TX | 75062 | 817-726-4626 | 214-646-3110 |
| Perspect Business Consulting, LLC | | Beena Pappen | bpappen@gmail.com | mpappen@gmail.com | 901 Parchman Park | | Lucas | TX | 75002 | 214-538-2037 | (214)538-2037 |
| Peyton Resource Group, LP | | Bryan A. Mayhew | bmayhew@prg-usa.com | imayhew@prg-usa.com | 909 Lake Carolyn Parkway | Suite 350 | Inving | TX | 75039 | 972-567-1730 | 214-624-3110 |
| Pinnacle Project Partners, LLC | | Jannsen Brown | jbrown@pinnacleprojectpartners.com | jbrown@pinnacleprojectpartners.com | 825 Watters Creek Blvd | Suite 250 | Allen | TX | 75013 | 972-979-4523 | |
| PMCHAMELEONS LLC | | Marilyn Muhammad-Lawal | pmchameleons@gmail.com | accounts@pmchameleons.com | 878 S Denton Tap Rd | Suite 115 | Coppell | TX | 75019 | 972-802-8162 | 469-830-3975 |
| Powerhouse Guardians Corp | Powerhouse Guardians Corp. | Loai Marashdeh | loai@powerhouseguardians.ai | loai@powerhouseguardians.ai | 4001 Darlington Way | | MCKINNEY | TX | 75071 | 469-927-6524 | |
| PRIMUM Global Services, Inc. | | Anil Kiluru | anil@primusglobal.com | anil@primusglobal.com | 1431 Greenway Dr | Suite 750 | Inving | TX | 75038 | 972-753-6500 | 972-753-6500 |
| Prisa Consulting Services LLC | | Sagar Gautam | sgautam@prisallc.com | info@prisallc.com | 1001 W Euleess Blvd | Ste 411 | Euleess | TX | 76040 | 214-609-3070 | (817)609-4431 |
| ProArgnt LLC dba ProTech | | Bill Donadio | bdonadio@proargnt.com | info@proargnt.com | 2800 E Plano Pkwy | Suite 400 | Plano | TX | 75074 | 732-512-9009 | 973-879-1660 |
| PROLIM Government Technologies | | Ashwini Patil | ashwini.patil@prolimgovt.com | ashwini.patil@prolimgovt.com | 6827 Communications Pkwy | Suite #310 | Plano | TX | 75024 | 248-470-9473 | 800-515-6821 |
| Proporo Consulting, LLC | | Mauricio Ramirez | mramirez@properolc.com | | 844 Skyline Dr | | Argyle | TX | 76226 | 214-336-9189 | 866-636-9639 |
| Prudent Technologies & Consulting, Inc. | | Praveen Panchakarla | praveen@prudentconsulting.com | admin@prudentconsulting.com | 1505 LBJ Fwy | Suite 327 | Dallas | TX | 75234 | 214-615-8787 | 214-615-8787 |
| Q2 Marketing Group, LLC | | Terri Quinton | temi@q2marketinggroup.com | | 17250 Dallas Pkwy | | Dallas | TX | 75248 | 214-316-6606 | (214)316-6606 |
| Qcentric Technologies LLC | | Padmaja Katragadda | padma@qcentric.com | hr@qcentric.com | 8668 John Hickman Pkwy | Ste 907 | Frisco | TX | 75034 | (972)971-1964 | (972)971-1964 |

| | | | | | | | | | | | |
|---|-------------------------|-------------------------|------------------------------------|----------------------------------|------------------------------------|----------------------------|----------------|-------|--------------|---------------|---------------|
| Onet, Inc. | | Larry Hall | lhall@qnetis.com | spierreauquste@qnetis.com | 12021 Plano Rd | Ste 150 | Dallas | TX | 75243 | 214-876-7086 | 214-341-7638 |
| Quick Response Systems, Inc | | Olayinka Adeyemo | YINKA@QRSYSTEMS.COM | yinka@qrsystems.com | 701 DALWORTH ST | | GRAND PRAIRIE | TX | 75050 | 972-263-9111 | 972-266-2440 |
| r2 Technologies, Inc. | | Richard Martinez | rick@r2now.com | cmartinez@r2now.com | 3225 Saint Georges Dr | | Plano | TX | 75093 | 469-223-6956 | 214-382-3992 |
| Remnant Staffing Solutions Incorporated dba Remnant Solutions, Inc. | | Anthony Peterson | apelerson@remnantit.com | msummerling@remnantit.com | 2550 Pacific Ave. | Suite 700 | Dallas | TX | 75226 | (404)790-2866 | (404)790-2866 |
| RobustWare Inc | | Ashok Chitlprolu | ashok@robustwareinc.com | raghu@robustwareinc.com | 209 State Highway 121 Bypass | | Lewisville | TX | 75067 | (972)945-0202 | (972)945-0202 |
| Rudra Enterprise LLC | REETECH | Pankaj Sharma | nudraenterpriseusa@yahoo.com | nudraenterpriseusa@yahoo.com | 7428 Reverchon Drive | 36B | Irving | TX | 75063 | 469-418-9511 | |
| SAAS Implementation and Support Services, LLC | | CLAUDIA BATES | sisccorp@sisscorp.com | sisccorp@sisscorp.com | 1716 Winding Hollow Ln | | McKinney | TX | 75072 | 713-210-9476 | |
| Sanaga Technology, LLC | | Solomon Mesumbe | solo@sanagatechnology.com | solo@sanagatechnology.com | 12860 TWELVE OAKS AVE | | FRISCO | TX | 75035 | 214-924-9864 | |
| Savella Enterprises | | Suzanne Mutua | savellaald@gmail.com | savellaald@gmail.com | 2824 Quehwater Dr | | USA | TX | 75068 | 732-801-6315 | |
| SBP Consulting, Inc. | | Vani Sirupa | vani@sbpcorp.com | ashok@sbpcorp.com | 1303 W Walnut Hill Ln | Ste 350 | Irving | TX | 75038 | (630)999-5352 | (630)999-5352 |
| Scalability Data, Ltd Co | | Ryan Riggs | ryan.riggs@scalabilitydata.com | ryanriggs@gmail.com | 2032 Cumberland Trl | | Plano | TX | 75023 | (469)867-3155 | (469)867-3155 |
| Signature Automation, LLC | | Henry Hidalgo | hhidalgo@sig-auto.com | info@sig-auto.com | 17950 Preston Road | Suite 300 | Dallas | TX | 75252 | 469-619-1241 | 469-619-1242 |
| Simplistek, LLC | | Jerald Johnson | jeralk@simplistekit.com | srinamaraju@simplistekit.com | 5050 Quorum Dr | Ste 700 | Dallas | TX | 75254 | 972-849-8254 | 469-675-3594 |
| Sirahu Corporation | | Jacintha Mary | jmary@sirahu.com | sjessey@gmail.com | 7950 Legacy Dr | Suite 400 | Plano | TX | 75024 | (510)386-7357 | (510)386-7357 |
| Sky Consortium LLC | | Nandini Gupta | nandini@skyconsortium.com | | 1041 Pedernales Trail | | Irving | TX | 75063 | (214)546-9378 | (214)546-9378 |
| Sloka Technologies, Inc | | Swarupa Rallapalli | swarupa@sloka.com | | 2550 E State Hwy 121 Building 7 | | Lewisville | TX | 75056 | (972)729-0000 | (972)729-0000 |
| SOFF Corporation | | Anwar Mahomed | info@soff.com | info@soff.com | 520 Central Pkwy East | Suite 316 | Plano | TX | 75074 | 469-467-9700 | 214-291-5693 |
| Softlabs Technologies, Inc. | | Chandra Sunny Alur | sunny@softlabsinc.com | softlabs2805@gmail.com | 2805 Merryn Ln | | Flower Mound | TX | 75022 | (972)310-3768 | (972)635-3366 |
| Software Professionals, Inc. dba SPI | | Reena Batra | reena@spius.net | bb4@spius.net | 1029 Long Prairie Rd | Suite A | Flower Mound | TX | 75022 | 972-489-5755 | 972-355-0054 |
| Sology Inc. dba Sology Solutions | | Ed Christmas | edchristmas@sologysolutions.com | tchristmas@sologysolutions.com | 850 E. Arapaho Rd | Ste 210 | Richardson | TX | 75081 | 214-542-4401 | 972-792-9300 |
| Stratum Consulting Group, Inc. | | Sachi Bala | sachi.bala@stratumconsulting.com | sachibala@gmail.com | 825 Watter's Creek Blvd | Suite 250 | Allen | TX | 75013 | 972-489-1100 | (972)489-1100 |
| Sum Theory Inc. | | Halisi Cail | hcail@sumtheory.com | kthomas@sumtheory.com | 101 E Park Blvd | 6th Fl | Plano | TX | 75074 | 214-566-7218 | 972-442-7222 |
| SWAG247-GFJ LLC | TeleTech Solutions | Reginald Hillard | reggie@teletectx.com | | 5 Cowboys Way | SUITE #300 | Frisco | TX | 75034 | 469-826-2277 | 469-826-2277 |
| Sysontek Consulting, LLC | | ALLAN CALLO | allan.callo@sysontek.com | allan.callo@sysontek.com | 3090 Nowitzki Way | Ste 300 | Dallas | TX | 75219 | 682-292-9288 | 830-688-4898 |
| Team One Integration, LLC | | Howie Li | hl@teameoneintegration.com | pli@teameoneintegration.com | PO Box 117370 | | Addison | TX | 75001 | 214-718-7253 | 214-718-7253 |
| Tech RBM Inc. | | Kausar Mehra | KAUSAR@TECHRBM.COM | KAUSAR@TECHRBM.COM | 1833 LILAC LN | | FRISCO | TX | 75034 | 612-226-0433 | |
| Tech Wave, Inc. | | Poonam Garq | emuser@gmail.com | | 305 Riva Ridge | | Wylie | TX | 75098 | (425)615-9748 | (425)615-9748 |
| Techi Service, LLC | | Elizabeth John | elizabeth@techiservice.com | elizabeth@techiservice.com | 7500 TENNYSON PARKWAY | SUITE 300 | PLANO | TX | 75024 | 972-525-2333 | |
| Techno Tasks, Inc. | | Karthek Ahn | karthek@technotasks.com | ran@technotasks.com | 12100 Ford Rd | Ste B352 | Farmers Branch | TX | 75234 | 316-299-1726 | 469-444-9101 |
| Tek Ninjas Solutions LLC | Tek Ninjas | SRI SUJITHA JASTI | sr@tekninjas.com | sr@tekninjas.com | 4425 Plano Pkwy | Suite 1402 | Carrollton | TX | 75010 | 467-731-0914 | 469-522-3134 |
| TELERELATION | | Asma Ahmed | asnan.ashfaq@telereleation.com | asnan.ashfaq@telereleation.com | 573 HUTCHINSON LN | | LEWISVILLE | TX | 75077 | 469-924-3877 | |
| The Brass Effect, Inc. | | Antonio Stroman | antonio@thebrasseffect.com | antonio@thebrasseffect.com | 16491 SEDGEMOOR DR | | FRISCO | TX | 75033 | 214-872-6773 | 210-978-5493 |
| The Burrell Group | | Martin Burrell | info@theburrellgroup.net | martin@theburrellgroup.net | 8500 NORTH STEMMONS FREEWAY | Suite 2055 | DALLAS | TX | 75247 | 214-575-7335 | 214-575-7336 |
| THE EVOLVERS GROUP, L.P. | | Sandeep Sharma | ssharma@evolversgroup.com | corp@evolversgroup.com | 2504 Stillwater Court | | Flower Mound | TX | 75022 | 214-224-0866 | 469-519-0110 |
| The i4 Group Consulting, LLC | | Charles Maddox | charles@thei4group.com | charles@thei4group.com | 1206 Rio Grande Ct | | Allen | TX | 75013 | 214-205-0846 | 254-531-0432 |
| The Perry Group Executive Consulting | | Reginald Perry | reggie.perry@tpgec-us.com | | 5997 Shady Oaks | | Frisco | TX | 75034 | (469)586-9556 | (469)586-9556 |
| The Purpose Built Group LLC | | Brandon Rapp | brapp@allouve.com | hello@allouve.com | 2550 Pacific Ave. | Ste 700 | Dallas | TX | 75226 | (504)520-0896 | (214)225-0480 |
| The Software Vault, LLC | | Jamita Barnett-Machen | jamita.machen@theswvault.com | jamita.machen@theswvault.com | 6100 Uptown Blvd | Suite 2000 | Cedar Hill | TX | 75104 | 214-919-4196 | 214-919-4184 |
| The Wilkins Group, Inc. | | Lafayette Moses-Wilkins | faye@wilkins.com | tomeka@wilkins.com | 1710 Firman Dr | Suite 200 | Richardson | TX | 75081 | 214-808-4036 | 972-479-1090 |
| TOLLPERT CONSULTING LLC | | Fadi Liddawi | liddawi@gmail.com | liddawi@gmail.com | 3839 McKinney Ave | Suite 155-2110 | Dallas | TX | 75204 | 617-331-2819 | |
| Totago Technologies, LLC | | Wole Babalola | wbabalola@totagotech.com | | Cove Meadow Ct | | Cedar Hill | TX | 75104 | 469-264-0495 | 469-264-0495 |
| Trotter Consulting, Inc. | | Tracie Trotter | tracietrotter@gmail.com | | 2850 Gareths Sword Dr | | Lewisville | TX | 75056 | 214-490-0730 | 972-899-0946 |
| Tunbear, Inc. | | Benjamin Dai | bdai@tunbear.com | resource@tunbear.com | 11711 Hillcrest Rd | | Dallas | TX | 75230 | 214-288-8882 | 888-882-7988 |
| Tymon Global Inc. | | Sumana Mupala | suma1@tymonglobal.com | raju@tymonglobal.com | 2001 Auburn Hills Pkwy | Suite # 102 | McKinney | TX | 75071 | (469)545-9099 | (469)545-9099 |
| UniCAP Documentation Services | | Tyrene Phillips | phillipstaurus@gmail.com | phillipstaurus@gmail.com | P.O. Box 743066 | | Dallas | TX | 75374 | 972-464-7908 | |
| Vastika, Inc. | | Kayam Joshi | dallas@vastika.com | | 1200 W. Walnut Hill Lane | Suites 2200 | Irving | TX | 75038 | 972-268-6192 | 972-251-6150 |
| VCOMM | VCOMM Communications | Jose Arturo Velazquez | arturo@vcommcorp.com | arturo@vcommcorp.com | 600 S. Macarthur blvd Apt # 1014 | | Coppell | TX | 75019 | 972-400-3723 | |
| VEB Solutions, Inc. | | Jose Santos | busn.ops@vebsolutions.com | busn.ops@vebsolutions.com | 5055 Addison Cir #430 | | Addison | TX | 75001 | 214-964-0707 | 972-676-0664 |
| VEN Technologies, LLC | | Vuna Adams | vadams@thevengroup.com | ventechsys@gmail.com | 201 S. Joe Willson Rd | Unit 1225 | Cedar Hill | TX | 75104 | 214-881-4801 | 214-881-4801 |
| Verge Information Technologies Inc. dba Verge IT | | Mark McLaughlin | mark@vergeit.com | mpowell@vergeit.com | 7801 Alma Dr | #106332 | Plano | TX | 75025 | 972-979-0363 | 940-279-1390 |
| Vinsari LLC | | Satish Gogineni | bob@vinsari.com | | 5005 W Royal Ln | Ste 286 | Irving | TX | 75063 | (214)277-4878 | |
| Virtue Serve, LLC | | Arvind Nerella | arvind@virtueserve.com | | 8600 Freeport Pkwy | Ste 220 | Irving | TX | 75063 | 401-489-3903 | 401-489-3903 |
| Viscosity North America, Inc. | | Charles Kim | charles.kim@viscosityna.com | monica.li@viscosityna.com | 3016 Communications Pkwy | | Plano | TX | 75093 | 469-444-1380 | 469-444-1380 |
| Vision Spark Management | | Ghazel Rashid | ghazel@visionsparkgmt.com | ghazel@visionsparkgmt.com | 12852 Perrin Lane | Ste 200 | Dallas | TX | 75234 | 571-354-3448 | |
| Vonda Walker LLC | | Vonda Walker | vonle20067@gmail.com | vondali@vwlhealthtech.net | 1524 Dimmit Dr. | | Carrollton | TX | 75210 | 832-654-7699 | |
| Voxai Solutions, Inc. | | Sunil Rudraraju | srudraraju@voxai.com | ercherukuru@voxai.com | 635 Fritz Dr | Ste 220 | Coppell | TX | 75019 | 972-899-0157 | 972-691-3333 |
| VTC US, INC. | | Christine Norton | cnorton@vtc.us.com | | 7400 Whitehall Street | | Richland Hills | TX | 76118 | 817-557-5600 | |
| WorldVision Technologies Inc | | Suresh Chappidi | sureshchn@worldvisiontech.com | | 8951 Collin McKinney Pkwy | Ste 602 | McKinney | TX | 75070 | (571)274-1591 | (571)274-1591 |
| Xceede Solutions Inc | | Sanjiv Teelock | sanjiv.teelock@xceedesolutions.com | asha.teelock@xceedesolutions.com | 15305 Dallas Pkwy | 12th Fl | Dallas | TX | 75001 | (202)999-6399 | (844)923-3331 |
| Yasmesoft, Inc. | | Sandeep Kilaru | sam@yasmesoft.com | asha@yasmesoft.com | 1212 Corporate Dr | Ste 150 | Irving | TX | 75038 | 214-529-3693 | 972-580-7670 |
| Zenith Infotek LLC | | Harsh Coyal | goyal_harsh@yahoo.com | goyal_harsh@yahoo.com | 2520 Dover Drive | | Lewisville | TX | 75056 | 848-565-8493 | 732-335-6136 |
| Zephon, LLC | | Vishal Masih | vmasih@zephon.tech | doreech@zephon.tech | 8720 Silverado Trail | Ste 3b #201 | McKinney | TX | 75070 | 469-343-4371 | 469-343-4371 |
| 423430 | | | | | | | | | | | |
| 3-C TECHNOLOGY, LLC | | Audley Logan | alogan@team3c.com | alogan@Team3C.com | 3200 W PLEASANT RUN ROAD SUITE 330 | | LANCASTER | TX | 75146 | 972-230-4300 | 972-230-4302 |
| All Virtualize, LLC | | Aaron Njagi | aaron.njagi@allvirtualize.com | | 2488 Dove Creek Dr | | Little Elm | TX | 75068 | 469-570-0303 | 469-570-0303 |
| Arcadian Pursuits LLC | Arcadian Tech | Duane Henderson | duane@arcadianpursuits.com | duane@arcadianpursuits.com | 8420 Kingston Lane | | Frisco | TX | 75036 | 469-487-0621 | |
| C.J. Hood Company, Inc. | | Cynthia J. Hood | cj.hood@sbcglobal.net | cj.hood@sbcglobal.net | 2424 E. 38th St. | Room 214 Rental Car Center | DFW Airport | TX | 75261 | 817-988-8380 | |
| CESCO, INC. (IT Equipment, Software Solutions, Supplies, Sales, & Services) | | Billie Bryant Schultz | bbschultz@cesco-inc.com | bbryant@cesco-inc.com | 11969 Plano Road | Suite 130 | Dallas | TX | 75243 | 214-824-8741 | 214-824-0490 |
| Computer Color Graphix, Strategic Technology Partners of Texas | Print Color Graphix, LP | Karla Metzler | kmetzler@metro-centre.com | | 6010 Spring Creek Parkway | Plano | TX | 76201 | 940-665-9722 | 972-915-2714 | WO |
| EPS LOGIX INC | EPS | Fatai Obasuyi | fobasuyi@eps-logix.com | fobasuyi@eps-logix.com | 2351 W Northwest Hwy | Suite 3306 | Dallas | TX | 75220 | 214-377-4976 | 214-382-9430 |
| Intras Services Group LLC dba Intras Cloud Services | | Kareem Merritt | kareem@intrascloudservices.com | radams@intrascloudservices.com | 17950 Preston Rd | Suite 260 | Dallas | TX | 75252 | 214-733-3270 | 972-791-8467 |

BID# 2026-027-7112

| | | | | | | | | | | | |
|--|--------------------------|----------------------------|--------------------------------|----------------------------------|---------------------------|------------|------------|----|-------|---------------|---------------|
| KayDev Technology, LLC | | Micheal Billings | mb@kaydevtech.com | mb@kaydevtech.com | 1751 River Run, Suite 200 | Suite 200 | Fort Worth | TX | 76107 | 817-939-5873 | |
| L4 Enterprise Consulting LLC | | Olanrewaju Adelayo | lanre.adelayo@l4ecllc.com | l4enterprisecllc@gmail.com | 4413 Paintbrush Way | | Aubrey | TX | 76227 | (301)655-7662 | (301)655-7662 |
| Limitless Products LLC dba Limitless Office Products | | Mita Guha | mg@limitlessofficeproducts.com | tg@limitlessofficeproducts.com | 1778 N Plano Rd | Ste 114 | Richardson | TX | 75081 | 469-387-8799 | 214-764-4092 |
| LM CONSULTING LLC | | Lorraine Menezes | HR@LMCLLC.NET | HR@LMCLLC.NET | 1017 High Hawk Trail | | Eules | TX | 76039 | 832-721-5568 | 817-685-0007 |
| M3 Associates, Inc. | | Yvonne McCullough | m3assoc@swbell.net | herb.m3assoc@att.net | 4567 S Westmoreland | | Dallas | TX | 75237 | 214 339-2117 | 214 339-2117 |
| Mahnah LLC | | Oluwaseyi Oyediran | mahnahllc@gmail.com | mahnahllc@gmail.com | 11837 HENDERSON DRIVE | | Frisco | TX | 75035 | 469-536-4254 | |
| NPPC Consulting LLC | Arrow Building Solutions | Clint Eastep | clint@nppc.biz | clint@nppc.biz | 4226 High Star Ln | | Dallas | TX | 75287 | 214-435-4194 | |
| Smart Group Systems, Inc. | | Quazi Sowkat Rabbi Faruque | mickey@smgsystems.net | mickey@smgsystems.net | 990 NORTH BOWSER RD | SUITE #720 | RICHARDSON | TX | 75081 | 972-235-2161 | 888-427-8990 |
| Tech Dogs, LLC | | Joe Sison | joe.sison@techdogsonline.us | eileen.ramirez@techdogsonline.us | 2805 E Plano Pkwy | Ste 200 | Plano | TX | 75074 | 972-985-4730 | 972-985-4730 |
| The Server Store LLC dba MET International | | Sashi Keiriwal | sashi@metint.com | arnav@metint.com | 1900 Surveyor Blvd | | Carrollton | TX | 75006 | (972)333-5705 | (972)478-5641 |