

Notice

Basic Information

Reference Number	0000408042
Issuing Organization	Dallas County
Owner Organization	
Solicitation Type	RFP - Request for Proposal (Formal)
Solicitation Number	2026-011-7096
Title	Computer Aided Dispatch 911 Application for the Dallas County Sheriff's Office
Source ID	PU.AG.USA.2438.C20523651
Piggyback Solicitation	No

Details

Location	Dallas County, Texas
Delivery Point	Dallas County Sheriff's Office
Description	The Dallas Sheriff's Office (DCSO) is seeking a robust and thoroughly tested Computer Aided Dispatch (CAD) 911 application service, to replace its' existing CAD 911 application.

Dates

Publication	01/22/2026 10:25 AM CST
Question Acceptance Deadline	02/23/2026 02:00 PM CST
Questions are submitted online	Yes
Closing Date	03/05/2026 02:00 PM CST

Prebid Conference	01/27/2026 10:00 AM CST
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Contact Information

John Wysocki
214-653-7437
John.Wysocki@dallascounty.org

Buyer Preferences, Guidelines & Requirements

Participation Requirements

- Small Business Participation

General Requirements

- FOB Destination
- Insurance Required

Award Requirements

- All or None Award

Pre-Bidding Events

Event Type	Prebid Conference
Attendance	Recommended
Event date	01/27/2026 10:00 AM CST
Location	Microsoft Teams
Event Note	https://gcc02.safelinks.protection.outlook.com/ap-t-59584e83/?url=https%3A%2F%2Fteams.microsoft.com%2FI%2Fmeetup-join%2F19%253ameeting_ZjE1ODBMjctOWJNS00MzllThmNjYtMTUxYzNhY2U5OWQ3%2540thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252251adcfad-72f1-479c-b28f-52412e04014b%2522%252c%2522Oid%2522%253a%25226f7e6e0d-1f84-43a8-a037-c8b93e424cb8%2522%257d&data=05%7C02%7CJohn.Wysocki%40dallascounty.org%7Cd093ab3eac504cb4b1af08de4fb7bfae%7C51adcfad72f1479cb28f2412e04014b%7C0%7C0%7C639035847762558641%7CUknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIYiOiwLjAuMDAwMCIsIAlOijXaW4zMilstkFOljoiTWFpbCIsIdUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=mer8EWMMWxl3SRe6k0STjjjhE1a8bBuhF556i7Aglo%3D&reserved=0

Bid Submission Process

Bid Submission Type	Electronic or Physical Bid Submission
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Pricing

In attached document

Envelope 1 - Proposal**Pricing****Bid Documents List**

No pricing in this envelope

Item Name	Description	Mandatory	Limited to 1 file
Attachment S	Attachment S - Small Business Enterprise (SBE) Forms	Yes	No
2026 W-9	2026 W-9	Yes	No
Proposal Documents	Proposal Documents	Yes	No

Envelope 2 - Pricing**Pricing****Bid Documents List**

In attached document

Item Name	Description	Mandatory	Limited to 1 file
Attachment A - Cost Sheet	Attachment A - Cost Sheet	Yes	No

Documents

Documents

Document	Size	Uploaded Date	Language
RFP Terms and conditions .pdf [pdf]	174 Kb	12/19/2024 11:16 AM CST	English
SBE_Language_for_RFP_02.2024_ATTACHMENT_S.pdf [pdf]	540 Kb	12/19/2024 11:17 AM CST	English
Attachment A - Cost Worksheet.xlsx [xlsx]	19 Kb	01/13/2026 09:31 AM CST	English
BID#2026-011-7096-VendorList.(561421.541512).Final.pdf [pdf]	174 Kb	01/14/2026 08:19 AM CST	English
RFP 2026-011-7096 Computer-Aided Dispatch (CAD) 911.pdf [pdf]	660 Kb	01/14/2026 01:31 PM CST	English
CAD Vendor Demonstration Use Cases for Presentations.pdf [pdf]	105 Kb	01/15/2026 08:53 AM CST	English

Categories

Selected Categories

NIGP Categories (2)	
838	TELECOMMUNICATION EQUIPMENT, ACCESSORIES AND SUPPLIES
83845	Emergency Radio/Telephone Systems (411, 911 etc. Dispatch) Emergency Radio/Telephone Systems (411, 911 etc. Dispatch)
990	SECURITY, FIRE, SAFETY, AND EMERGENCY SERVICES (INCLUDING DISASTER DOCUMENT RECOVERY)
99031	Dispatching Services, To Include Fire, Police and Medical Services Dispatching Services, To Include Fire, Police and Medical Services

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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 its 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 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 contractor 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):

- 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.
- 51% or more owned and controlled
- Firm must be organized as for-profit business
- 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
- 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:

Small Business Enterprise

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



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.

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: _____



**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:

	Prime	Sub
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	____	____
Regional Hispanic Contractors Association	____	____

Attachment A - Cost Worksheet
RFP #2026-011-7096

Computer Aided Dispatch (CAD) 911 Application for Dallas County Sheriff Office

Rate Card

Note: Add rows as necessary

Company Name	Legal Name	Owner Name	Email Address	Email Address 2	Address	Address 2	City	State	Zip Code	Phone Number	Fax Number
561421											
A Better Answer Call Centers	A Better Answer, Inc.	Dolores Hawkins	accounting@abetteranswer.com		1410 G Avenue		Plano	TX	75074	972-943-4000	972-943-4326
541512											
4 Consulting, Inc.		Ruchi Kapur Anand	ruchi@4ci-usa.com		6850 TPC Dr	Ste 208	McKinney	TX	75070	469-235-5610	214-698-8633
A1 Resourcing Inc		Shoueb Mohammed	shoueb@a1resourcing.com		5465 Legacy Dr	Ste 650	Plano	TX	75024	630-456-5553	630-456-5553
ABSOLUTE CONSULTING GROUP LLC		Paula Johnson	info@easyasacg.com	info@easyasacg.com	1116 Clairemont Ln		Burleson	TX	76028	214-843-621	
AC DISASTER CONSULTING LLC		Alyssa Carrier	dsmith@acdisaster.com	dsmith@acdisaster.com	2805 Lakeshore Drive		Arlington	TX	76013	214-808-4626	
Active Cyber, LLC		Rohit Mehrotra	rohit@activecyber.com	haley.meeks@activecyber.com	5001 Spring Valley Rd	Ste 450E	Dallas	TX	75244	469-754-2800	214-646-3353
Adam Rose Human Resources Management, LLC	Adam Rose Talent Management	Kyle McCoy	ty@adamrosehr.com	ty@adamrosehr.com	2591 Dallas Parkway	Suite 300	Frisco	TX	75034	512-806-0713	
AdvanComm, LLC		Joe Muro	sales4ac@advancomm.com	joemuro@advancomm.com	5995 Summerside Dr	#794752	Dallas	TX	75248	972-814-6170	
Agneto, Inc.		Lavinia Noble Surjove	lavnia@agneto.com	jama@agneto.com	1000 N Belt Line Rd	Ste 116	Irving	TX	75061	408-306-4787	972-714-0000
Aguirre Project Resources, LLC		Charles Aguirre	charles.a@apr3d.com	christine.a@apr3d.com	4425 W Airport Fwy	Ste 110	Irving	TX	75062	214-552-2172	972-784-1277
AI Connex LLC		Dan Sinawat	dan.sinawat@aiconnex.ai		9752 Derbyshire Dr		Frisco	TX	75035	(469)996-9705	(469)996-9705
Alinea Strategies and Partnerships Inc		Warren Jackson	warren@alineasp.com		1000 Ballpark Way	Suite 310	Arlington	TX	76011	(407)427-8929	(407)427-8929
All Virtualize, LLC		Aaron Ngag	aaron.ngag@allvirtualize.com		2488 Dove Creek Dr		Little Elm	TX	75068	469-570-0303	
Amazech Solutions, LLC		Shanthi Rajaram	shanthi@amazech.com		2901 Dallas Pkwy	Ste 310	Plano	TX	75093	(408)757-3851	(469)200-4585
Amtek Consulting, LLC		Satya Movva	smovva@amtekconsulting.com	vmovva@amtekconsulting.com	4100 Alpha Rd	Ste 458	Dallas	TX	75244	214-680-6111	
ANKOBIA GROUP, LLC		Nzingha Asantewa	NZINGHA@ANKOBIAGROUP.COM	nzingha.asantewa@ankobiagroup.com	325 N. Saint Paul Street	Suite 3100	Dallas	TX	75201	770-774-9787	404-506-9610
APcontrol Solution, LLC		Alexander Pierce	alex@apc-solution.com		P.O BOX 79299		Saginaw	TX	76179	940-923-1266	
Argent Associates, Inc.		Beatrix M. Manetta	bmanetta@argentassociates.com	bdonadio@argentassociates.com	2800 E Plano Pkwy	Suite 400	Plano	TX	75074	732-512-9009	972-312-0444
Automated Improvement Solutions, LLC dba Xedious		Enrico Linscheer	elinscheer@xedious.com		5407 Keating Ct		Richardson	TX	75082	954-465-5576	954-465-5576
Automation Image, Inc.		Indira Singla	isingle@automationimage.com		2650 Valley View Ln	Ste 100	Dallas	TX	75234	972-342-0884	972-247-8816
B12 Consulting, LLC		Neena Biswas	neena@b12consulting.com		6050 Quorum Dr	Ste 700	Dallas	TX	75254	972-821-1970	972-361-8434
Battlebyte Technology Solutions LLC		Satish Nagaraju	satish@battlebytech.com		1020 Candlewood Trail		Irving	TX	75063	(972)693-5696	(972)693-5695
BesiPPL Technologies Inc.		Swetha Sangeraju	swetha@besippl.com		3939 Bell Line Rd	Ste 225	Addison	TX	75001	(945)400-9920	(945)400-9920
Beta Staffing LLC dba Beta Link Solutions		Akindeji Jolasimi	connect@beta-linksolutions.com		1500 Dragon St.	Ste 160	Dallas	TX	75207	(214)960-6842	(800)460-0821
Bluebox Solutions Inc		Tejaswini Venigalla	tejaswini@blueboxinc.com		9530 Granite Parkway	Suite 100	Plano	TX	75024	510-386-5643	
Bowdark Consulting Inc		Andrews Wood	awood@bowdark.com		4709 Pinon Street		Flower Mound	TX	75028	682-429-7217	
Business Intelligent Solutions LLC		Ikenna Egbosimba	ikenna@solutions-bi.com		7001 Windmill St.		Aubrey	TX	76227	501-786-2909	202-596-5755
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
Cognitive BI, Inc.		Samuel Matthew	smattnew@cognitive-bi.com		2984 Sicily Way		Lewisville	TX	75067	(972)974-7737	(972)974-7737
Cognitive Consulting LLC		Pratapa Reddy Sathi	psathi@cognitus.com	nkhanna@cognitus.com	16600 Dallas Pkwy	#200	Dallas	TX	75248	(248)924-7606	(248)924-7605
Cubic Technologies, LLC		Azeem Mareduva	azeem@cubit.net	ropzine@cubit.net	1212 Corporate Dr	Ste 260	Irving	TX	75038	214-762-2299	(210)461-8743
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		Danial Berthe	danial@dominionstack.com	abraham@dominionstack.com	7879 Riverfall Dr		Dallas	TX	75230	(240)305-1652	(240)305-1652
Donato Technologies Inc		Isaac Kantimahanti	isaac@donatotech.net	dintacts@donatotech.net	12100 Ford Rd	B306	Dallas	TX	75234	(214)502-8790	(214)502-8790
DSI Telecom Inc. dba F2G Solutions Inc		Francis Kamang	francis.kamang@2gsolutions.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
E&G Professional Business		Elizabeth George	professionalbuscons@gmail.com	professionalsbuscons@gmail.com	1860 Cindy Lane		Lewisville	TX	75067	214-676-9274	972-315-3176
Echo IT Solutions, Inc.		Bhargava Perini	bhargava@echolosol.com	contracts@echolosol.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
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Education Support Programs Consultations		Anthony Jefferson	principaljefferson@yahoo.com	principaljefferson@yahoo.com	407 N Casa Grande Circle		Duncanville	TX	75116	945-290-9955	945-290-9955
Elliott Management, LLC		Alan Elliott	elliott@elliottmgmt.com		610 Uptown Blvd	Ste 2000	Cedar Hill	TX	75104	307-996-6144	307-996-6144
Emory Nason LLC dba Teknology Source		Kevin Nason	kevin@teknologysource.com	davidb@teknologysource.com	15150 Preston Rd	Ste 300	Dallas	TX	75248	214-642-1909	214-642-1909
E-Procurement Consultants, LLC dba Apphaus Technology		James Thompson	james@procurementconsultants.com	james@eo16.com	3560 W Camp Wisdom Rd	Ste 200	Dallas	TX	75115	(214)770-0801	(214)770-0801
ETHIRE LLC		Kalra Armin	kal@ethires.com		1702 Washington St.		Princeton	TX	75407	(440)390-2526	(217)699-0000
Ethos Business Solutions LLC		Cedric Carter	cedric.carter@ethosbusinesssolutions.com	mindy.carter@ethosbusinesssolutions.com	850 Central Pkwy E	Suite 110	Plano	TX	75074	(214)213-8326	(855)463-8467
FlexChain LLC dba Pleco Solutions		Prajnesh Shah	prajnesh.shah@flexchain.net		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
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Fuchsia Services, Inc. dba Fushiaa		Vijayalakshmi Rajaraman	vijji@fushiaa.com		8401 Orchard Hill Dr		Plano	TX	75025	(248)219-9442	(248)219-9442
Full Circle Technologies, LLC		Abeeshek Sharma	asharma@fulcircletech.com		5901 Stage Coach Circle		Westlake	TX	76262	352-219-3377	469-676-1786
Fuse Solutions Inc		Jennifer Schaumburg	jen@fusesolutions.com		2201 Spinks Road	Suite 245	Flower Mound	TX	75022	214-334-0220	
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Golden Goose Group LLC	Snipebridge	Shradha (Alishaa) CHHABRA	alisha@snipebridge.com		6920 Tabernacle dr		Plano	TX	75024	972-338-8636	
Growing Through Life International LLC		Aundrea Harris	connect@growingthroughlife.net		4914 Rolling Vista		Mesquite	TX	75150	972-244-3719	
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Hiretek Solutions Inc		Kawalpreet Kaur	kawalpreet@hiretek.com		2816 Fountain Dr		Irving	TX	75063	(469)955-5383	(469)955-5383
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Information Technology for People, Inc.		Norman Melincon	norman@itforp.com		2000 N Central Expy	Ste 100	Plano	TX	75074	214-418-6528	(214)418-6528
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VTC	Vic Thompson Company	Christine Norton	cnorton@vtc.us.com		3751 New York Avenue	Suite 140	Arlington	TX	76014	817-557-5600	817-557-5602
WorldVision Technologies Inc		Suresh Chappidi	sureshchvn@worldvisiontech.com		8951 Collin McKinney Pkwy	Ste 602	McKinney	TX	75070	(671)274-1591	(671)274-1591
Xcede 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
Zephon, LLC		Vishal Mash	vmasi@zephon.tech	dcreech@zephon.tech	8720 Silverado Trail	Ste 3b #201	McKinney	TX	75070	469-343-4371	469-343-4371
Zodiac Solutions, Inc.		Imran Memon	imran@mezzscq.com	kavita@mezzscq.com	2625 N Josey Ln	Ste 320	Carrollton	TX	75007	972-750-2227	484-550-6482

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Pre-Proposal Meeting Date: January 27, 2026, at 10:00AM CST

Project Title: Computer Aided Dispatch (CAD) 911 Application for the Dallas County Sheriff's Office

Proposal Due Date: March 5, 2026, at 2:00PM CST



REQUEST FOR PROPOSAL

Computer Aided Dispatch (CAD) 911 Application for Dallas County Sheriff Office

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I. Introduction, Purpose, and Intent

A. Introduction

Dallas County is the second largest County in Texas and the ninth largest County in the United States. It serves approximately two million residents and provides essential community services including health and human services, court services, jail services, juvenile services, and tax collection services. Dallas County is also the second most populated county in Texas, accountable for two million residents spread over 31 municipalities, and has more than 6,500 employees, including an estimated 500 Sheriff field personnel. These 6,500 employees work across 150 different departments across the County.

Dallas County's primary computer-aided dispatch (CAD) center is run by the county Sheriff's Department, which provides communication services for law enforcement, fire, and emergency medical services within the county. Telecommunicators at this secure facility use a CAD system to process emergency 911 calls, dispatch appropriate resources like police officers or fire units, and monitor field personnel and incidents using radios and computers. The system is designed for high-stress, fast-paced operations, enabling simultaneous multi-tasking to ensure efficient and timely responses to citizen needs and emergency situations. In the last three years, the call center averaged eight to nine thousand calls monthly and eighty to ninety thousand calls annually (not including lateral transfers with the Dallas Police Department).

Key Functions and Services:

- Receiving and Processing Calls:**

Telecommunicators receive and evaluate emergency (911) and non-emergency calls for police, fire, and emergency medical services.

- Information Logging:**

They utilize the Computer Aided Dispatch (CAD) system to log caller information, incident details, and response data.

- Dispatching Resources:**

The center dispatches appropriate emergency personnel and units to incidents based on call severity and location.

- Monitoring and Support:**

Telecommunicators monitor field units in real-time, track their locations, and provide them with information and support via radio and mobile data terminals.

- Public Service:**

In addition to emergency responses, the center handles non-emergency citizen requests and provides public information and assistance.

B. Purpose

The Dallas Sheriff's Office (DCSO) is seeking a robust and thoroughly tested Computer Aided Dispatch (CAD) 911

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application service, to replace its' existing CAD 911 application. The current system, VisionAir CAD911, was deployed and brought into service for the Dallas County Sheriff's Office in 2009. The system was tasked with supporting public safety and 911 services for all of Dallas County and its constituents. In September 2011, the VisionAir CAD911 platform was acquired by TriTech Software Systems and then subsequently by its' current owner Central Square in 2018. Although the now legacy version of VisionAir CAD911 is still fully supported, no new features or functions are being made available for this platform and this platform is no longer sufficient for Dallas County's needs.

DCSO requires a new application that will not only support critical emergency dispatch and communication functions, but also utilizes an advanced and reliable platform that can better meet the growing demands of public safety operations in Dallas County. The new application must demonstrate proven effectiveness in real-world environments (in similar size and scope of Dallas County), offering enhanced functionality, improved data accuracy, faster response times, and seamless integration with other emergency management systems. By adopting a modern, dependable CAD solution, the Sheriff's Office aims to strengthen its operational capabilities, improve coordination among first responders, and ultimately provide safer, more efficient service to the community.

C. Intent

The County's primary objective in acquiring a new CAD 911 application is to establish a five-year service price contract with a qualified and experienced vendor capable of meeting the operational needs of Dallas County in a highly efficient, reliable, and quality manner. This new system must support the unique demands of the DCSO, enhancing day-to-day operations and promoting a more streamlined and effective emergency response process to modernize the public safety system and increase operational efficiencies.

A key goal of this initiative is to ensure that the Sheriff's Office can continue to operate with increased efficiency, accuracy, and coordination - especially in high-pressure situations where time and information flow are critical. The County seeks a vendor partner that not only understands the complexities of emergency communications but also brings proven solutions and a commitment to long-term support and innovation.

Ultimately, the value provided by the selected vendor will be measured by the system's ability to facilitate fast, seamless, and reliable communication, particularly the ease with which emergency calls are received, processed, and dispatched through the DCSO Communications Center. The County expects the new CAD system to enhance overall response times, support interoperability with other public safety systems, and contribute to the safety and well-being of the community.

The County shall require every Contractor agent, employee, contractor, subcontractor, or team member who will have access or potentially have access to Criminal Justice Information Services (CJIS) pursuant to the contract to execute the CJIS Security Addendum in accordance with the Federal Bureau of Investigation CJIS Policy Version 6.0, as amended. The CJIS Security Addendum is attached to this Request for Proposal. The CJIS Security Addendum shall be executed by all Contractor agents, employees, contractors, or subcontractors performing services, supervision, work, labor, or other related activities pursuant to this RFP and the final awarded contract before obtaining access or potential access to systems processing, storing, or transmitting CJI or CJIS in hard copy. Furthermore, County in its sole discretion shall make a determination based upon Texas Commission on Law Enforcement (TCOLE) peace officer criminal history screening rules (Title 37, Texas Administrative Code, Chapter 217) to determine eligibility physical or technical access for all Contractor agents, employees, contractors, or subcontractors related to this RFP and the final awarded contract. This shall include criminal background checks and fingerprint identification (see attached Exhibit A CJIS Security Addendum and Certifications).

Currently, Dallas County does not have CAD integration with our contracted Emergency Management System (EMS) or any other cities, or outside Constables and Marshals. The County communicates with these various outside entities with Motorola radios. As such, the new system must comply with P25 standard communication requirements and

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integrate with Dallas County Motorola radios. In addition, the proposed CAD platform must directly integrate with the Dallas Police Department and/or the City of Dallas CAD system.

Proposers should also be mindful that the County intends to solicit for a new Record Management System (RMS) in the same time frame as the Dallas County CAD solicitation, with the intent of implementing both systems concurrently. It is the County's preference and would be seen as highly favorable if the new RMS is capable of interoperable function and migration to the new CAD system.

II. Minimum Qualifications and Scope of Work

Proposer must have the ability to provide trained and experienced staff to perform installation, implementation, configuration, integration, training, project management, support, and post implementation maintenance support services equivalent to those set forth in this RFP.

Proposer shall have been actively engaged in the business of providing managed application services for a minimum of 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 this section. If name changes have occurred in the past ten years, provide these name changes in chronological order.

NOTE: Recent start-up businesses do not meet the requirements of this solicitation. 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.

Proposers who do not meet the minimum qualification requirements (pass/fail) 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 the worksheet provided.

The Dallas Sheriff's Office (DCSO) is seeking proposals from qualified proposer(s) to provide Computer Aided Dispatch (CAD) 911 application service application to include maintenance and support for the operational complexities of DSCO as described herein. The Proposer will provide services to DCSO for best practices regarding the use of the application software and support for resolving issues as they arise. All work performed and billed by the contractor shall be within the scope of this RFP.

The proposer shall perform all efforts required to analyze, research, estimate, design, program, test, deploy, maintain, upgrade, troubleshoot, and document the proposed solution.

Application development work requests shall be coordinated between DCSO, Dallas County IT (DCIT) and the proposer. The work requests will include modifications, enhancements, and maintenance/sustainment of the existing application as well as new starts and initiatives. DCSO and DCIT will determine if a new application development is valid and necessary and once approved will assign to the proposer. Such new starts or initiatives should be necessary to maintain current services.

The system is required to be highly user-configurable within the system and the majority of configuration must be able to be performed by County staff/IT and such configurations shall not be dependent on the supplier. The configurations shall not impede and/or add additional expense or time to any updates, upgrades, or patches. The configurability and customization apply to but not limited to workflow fields and data reporting.

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The proposed services shall not be limited to the general requirements listed below and each Proposer is encouraged to respond with their ability to perform or expand on each activity/deliverable as well as provide additional capabilities not listed.

Upon the posting of this RFP, all Proposers will be provided an opportunity to complete an assessment of DCSO current processes and usage of the current CAD application, either by visiting our facilities or through remote means. Utilizing the requirements listed below and contained within this RFP, a cost-effective future state plan should be developed for submission with the Proposer's proposal. The solution requirements below provide an understanding of our goals for the future state.

Proposals that merely repeat the requirements set forth in the RFP and state that Contractor "will perform the statement of work" or similar verbiage are discouraged. Dallas County is interested only in proposals that demonstrate the contractor's expertise in performing engagements of this type as illustrated by the proposer's description of how it proposes to perform the requirements set forth in this RFP.

The proposer agrees to provide the County with services set forth in the Scope of Services in accordance with applicable state and federal laws, rules, and regulations:

1. Employee-facing support must be located in the United States, no offshoring;
2. Ability to provide 24/7 support including after hours, weekends, and holidays;
3. Consistently meet agreed upon service levels based on the SLA's below;
4. Able to ensure high availability of systems for public safety and key areas of the organization;
5. Innovative, forward-thinking approach with the ability to adapt to new technology;
6. A commitment to continual improvement.

Staff Qualifications

Individuals holding or considered for a position which has, or may have, access to criminal justice databases including the FBI Criminal Justice Information Systems, NCIC/TCIC and similar databases, must pass a national fingerprint-based records check prior to placement in such position and may be denied placement in such positions and/or access to such systems. Individuals must also maintain the ability to pass the records check while in the position or until such time that the Commissioners Court and the County Civil Service Commission deem this position no longer has this requirement.

Dallas County's preference is to contract with a proposer who has the capability to continuously monitor the application, services, and proactively alert support personal of impending risks that can cause application performance issues or failure, and proactively provide updates as they are needed. Please ensure your proposals explain how Dallas County will contact your company for assistance, how the application will be monitored and maintained, and what level of support our desktop technicians can provide for the application.

The proposer will provide support that will serve as a point of contact to receive, document, process, and track customer requests for a variety of services related to the application under this contract. This support team will facilitate resolution of all application service requests escalated to them by Dallas County's Desktop Support Team. The proposer or their support team shall provide Dallas County with knowledgebase content including troubleshooting articles, frequently asked questions, operating instructions, managed application services program information, self-help guides, and links for online training material and videos. Please ensure you provide clear instructions on how our Desktop Support Team will interact with your support team and your preferred process for Dallas County to utilize when we need to escalate performance issues.

Exclusions

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Please include in your proposal any items excluded from support that Dallas County needs to be aware of. This should spell out any support or maintenance that the selected Proposer cannot provide, and any support of the application or services that is not covered, such as natural disasters, etc.

End User Training

Training will be conducted in the User Acceptance Testing (UAT) Environment that will be available throughout the life of the contract. During installation of new application or application service feature or function, on-site training should be provided to end users and/or Desktop Support staff. While the County expects the initial training to be on-site, the County also expects a blend of onsite and virtual training throughout the life of the contract. This training should be ongoing throughout the life of the contract as new features are installed. The Proposer needs to provide qualified technicians for training, and any available user manuals, operating guides, or links to online training materials. Specifically, instructions for basic tasks should be provided, preferably in a written format, for future reference. Training for new features need not be more than ten to fifteen minutes in length, just long enough to cover the new features, basic troubleshooting, and updated capabilities. If the selected Proposer will require Dallas County Desktop Support staff to receive specialty training in order to provide basic support of the application, please list these requirements in your proposal. Training needs to be focused based on the following functions:

- Call-takers: Focus on incident intake, data entry, and using menus to assign event codes and priorities.
- Field responders (Mobile Data Terminal users): Concentrate on receiving dispatched calls, updating unit status, querying databases, and communicating via the mobile terminal.
- Supervisors/administrators/Super-users: For contractors managing the system, training should cover configuring settings, managing users, and generating reports.

Contractors shall utilize a mix of following training methods:

- Hands-on, in-person workshops: Essential for core functions, allowing for live Q&A and personalized coaching from an instructor.
- Self-paced online videos and modules: Offer on-demand access to information so contractors can review procedures at their convenience.
- Simulators: Provide a risk-free environment for contractors to practice call-taking and dispatching scenarios.
- "Train-the-trainer": The County will select personnel to receive user level training and act as peer trainer for day-to-day tasks.
- "Super-user" mentorship: The County will select a maximum of ten personnel to receive advanced training and act as peer mentors for their colleagues.

Reporting Deliverables

The Proposer will provide the following reports to the Office of Information Technology's IT Application Manager on a quarterly and as needed basis:

- Application version & license number
 - Date application was installed updated;
 - Security standards applicable to each application and or application service: CJIS, HIPPA, and/or PCI;
 - Current application health status.
- Security Report
 - Security features that are enabled & active on required application and services.

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- Ad hoc reports as needs arise over time.

Security Requirements

Departments within Dallas County fall under security compliance requirements including (links embedded):

- [CJIS Resources | Department of Public Safety](#)
- [The Health Insurance Portability and Accountability Act \(HIPPA\)](#)
- [Payment Card Industry \(PCI\) Security Standards](#)
- [Personally Identifiable Information \(PII\) laws/regulations](#)

These federal laws and security standards define how Dallas County must handle sensitive data. IT Applications Manager will be reviewing quarterly that all applications have the required security settings active and are in compliance. Ideally, this data or report will be accessible through a monitoring portal or web-based solution so that Dallas County ad hoc reporting needs due to audits or project requirements do not require manual work from the Proposer.

Dallas County Responsibilities

CAD application shall be acquired for Dallas County's own internal business use, except unless otherwise specified. Applications will not be resold or distributed outside our organization during the life of the contract, and will not be used for personal, household, or family purposes.

Dallas County shall afford Proposer reasonable access to the equipment to perform on-site service without charge. Applications will be utilized in facilities suitable for office equipment and safe for Proposer personnel. Some facilities may require Proposer personnel to be escorted during visits. Department staff will provide escorts as needed without charge. For access to any Dallas County building, the Proposer's staff can open a service request with the IT department.

Dallas County will provide a contract manager, the IT Application Manager, who will participate in quarterly meetings, review Proposer reports, and communicate with Proposer staff regularly regarding needs and issues that arise. In addition, we will assist the selected Proposer with CJIS certification for their staff. We will also provide data regarding our devices, access to our facilities, remote access to our network, and anything else required to complete the assessment of our current state and later implement the future state. Please include in your proposal requests for any additional information, data, staff time, and resources necessary for the Proposer to understand our requirements, assess our current state, and develop a future state.

Proposer Responsibilities

At all times keep Dallas County, state, and federal data confidential and act in our best interest. Any upgrades and bug fixes for software licensed as part of the contract, will be completed by Proposer at no cost to Dallas County. The software should be capable of receiving security firmware updates remotely and Proposer will need to perform these updates once they are available to limit Dallas County's cybersecurity risk.

All personnel performing services by or on behalf of the Proposer shall have appropriate training and experience which will include CJIS, HIPPA, and PCI training for specific departments within the County. The Proposer will need to provide a staff member that can serve as a contract manager and meet quarterly with Dallas County staff.

Dallas County is looking for a partner that will provide suggestions during the life of the contract on ways to continuously improve these managed services and reduce costs. Please describe the methods that will be utilized to proactively govern this program and ensure success.

Integration Plan

Describe in detail the integration plan included in the proposed solution. This plan should include the integration process including, but not limited to:

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- Describe the steps necessary for data conversion, fallback plans, and initialization.
- Define and describe each step in the integration process.
- Define and describe all integration activities and responsible parties that need to be performed before during and after installation.
- Define and describe all verification activities.
- Define the schedule for each activity in the integration plan.

Proposers should note that the Lancaster Police Department is responsible for backup of the Dallas County CAD system in the event of any catastrophic failure.

Data Migration

Describe in detail the data migration strategy. This strategy should include:

- Describe the process for data profiling, data cleansing, data validation, and the ongoing data quality assurance process in the target system.
- Describe in detail the steps to extract, transform, and load data.
- Describe in detail the data backup, security and risk mitigation plan.
- Describe the capacity plan including, but not limited to: data storage, transaction performance needs, etc.
- Define the schedule for each activity in the data migration plan.
- Describe process for shut down and decommission of the legacy system.

III. Functional Requirements

Requirement Number	Categories	Description of Requirements	Compliant (Y/N, or N/A)	Explanation/Alternative Solution (if No)
1	Geographic Information System (GIS) on Computer-Aided Dispatch (CAD) Application	1. Current updated GIS/Mapping CAD @ South Dallas Government Center (SDGC)-Primary 2. Current updated GIS/Mapping on CAD @ Frank Crowley Courts Building (FCCB) - Back up 3. To Input the locations, Phone number 4. Consistency within shortcut for recognition for streets/highways 5. Ability to add one location multiple ways and still receive the needed information from the address. 6. Link addresses to a master geo-coded file, which allows for mapping of all address locations and have ability to be verified later.		
2	Maps	1. Interactive maps (heat maps), Have a hot spot map to show high crime areas		

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		2. Link to a map layer using Esri ArcGIS.		
3	Records Management Systems (RMS) and CAD Integration	<ol style="list-style-type: none">1. Ability to copy information from the County Applications Adult Information Systems, Records Management Systems (AIS/RMS) and paste into CAD Narrative while connected to the Agreed/Approved Virtual Desktop Infrastructure (VDI) Solution.2. To order wreckers through CAD RMS and CAD Integration3. To request or other emergency services through CAD RMS and CAD Integration4. Ability to store and access additional premise data, including occupancy, elevation (e.g., floor), kind of premise (e.g., residential vs. commercial), and emergency contact details.5. Support systems such as a Geofile database for address verification and a control file for Incident and Case Number assignment6. Provide the ability to manage the Incident Number (A number generated by Computer Aided Dispatch (CAD) either numeric or alphanumeric, each time a call is entered into the CAD System).		
4	Body Cam and CAD Integration, Towing & Emergency Management Services (EMS)	<ol style="list-style-type: none">1. Axon CAD integration for Axon reporting.2. List other body-cam manufacturers with which system integrates.		
5	Data Migration/ Evidence Integration	<ol style="list-style-type: none">1. Old to New CAD system to all legacy data, with the expectation that the proposers will provide a solution to migrate all legacy data, including all related fields in each case.		

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		2. Able to restore the data from old system. i.e., names and all the details		
6	Dallas Police Department (DPD)/ Dallas County Sheriff's Office (DSO) CAD Integration	1. It would need to connect to the City of Dallas CAD. 2. Ability to receive all City of Dallas PD electronic calls via the CAD Application calls that Sheriff should respond to.		
7	Chat	1. Ability to chat update deputies on calls in a group setting in emergency situations (not in the call sheet) 2. To chat directly to the supervisor		
8	CAD Administration	1. Ability to Look-up - Calls/Vehicle/Tows --- Vehicle look up function 2. Ability to request (or have it done) password resets/new hire additions and separation of employees from the County 3. Ability to configure Quick keys i.e customize your keys		
9	Quick Keys	Other methods of entering calls other than the power line (command line) and would like to be able to preset some call sheets. (F5, F6, F7)		
10	CAD Application (Desktop)	1. Ability to Spell Check (not automatic) 2. This application will require 24/7 staffing availability in the Service Level Agreement (SLA) 3. Multiple Screen Functionality 4. Command Staff notification of: Fatality/shooting/major accident 5. Vehicle/Subj/Gun/Article Texas Law Enforcement Telecommunications System (TLETS inquiries) with the drop function 6. Ability to customize colors and fonts based on user preference 7. Ability to print call sheets directly from the CAD system		

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		<p>8. Screen Pop ups should not interfere with other applications</p> <p>9. Ability to recognize duplicate calls</p> <p>10. Edit call screen should not interfere with updating narrative</p> <p>11. Ability to TEXT 911 (Auto generate CAD Call sheet i.e., 911 phone call)</p> <p>12. New Chat Notifications - Sound alert</p> <p>13. Historical Data Search should be available and unlimited</p> <p>14. Must be able to identify Hazardous Locations - Must abbreviate and shorten as much as possible.</p> <p>15. Computer telephone integration (CTIC) primary and secondary backup (Vesta)</p> <p>16. Need to ensure TTMS images from DPS Queries has been received</p> <p>17. Ability to copy Stolen hit to call sheet</p> <p>18. Call history specific to caller - dial number need to be shown for dispatch team</p> <p>19. Ability to notify theft team on any vehicle put on hold for "Auto Theft"</p>		
11	National Crime Information Center/ Texas Crime Information Center (NCIC/TCIC)	<p>1. Notification on all user screens that are on the system when someone gets a NCIC/TCIC HIT on a wanted person, missing person, or stolen items.</p> <p>2. Ability to perform NCIC Queries/Returns</p> <p>3. Ability to use more OPEN FOX features through CAD (like Hit confirmation and running License Plates for all 50 states)</p> <p>4. Interface with Texas Law Enforcement</p> <p>Telecommunications Systems/National Law Enforcement</p> <p>Telecommunications Systems (TLETS/NLETS), TCIC/NCIC,</p>		

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		Computerized Criminal History (CCH/III) in accordance with FBI/DPS specifications. 5. Automatic query of NCIC/TCIC/NLETS, local, and regional for wanted, driver's license, and criminal history with the option to view		
12	Reporting Server	1. Ability to access the Reporting Server 2. To write and query CAD reports matching that which is written on the existing DSO Reports Portal		
13	Master Location Index (MLI)	1. Utilize an MLI function to aggregate information throughout the System based on a specific address, a range of addresses, an area (e.g., as defined in the Agency's geo file), and/or locations based on X/Y coordinates. 2. Provide links between MLI and CAD to prior activity and history at addresses that will provide alerts in the CAD System. 3. Provide links to prior activity and history at addresses that will provide alerts in the CAD System.		
14	Email through CAD system (Integrate through Outlook)	1. Ability to send Email through outlook		
15	Brazos and CAD interface	1. Import's person, vehicle and location information from Brazos citations (the County's third-party software), warnings, parking violations, and field interviews into the appropriate RMS Master Name, Vehicle, or location index		
16	Mobile Interface	1. Ability to authenticate and use CAD Mobile 2. Ability to see accurate GIS/Mapping on Mobile 3. Ability to access specific links/URLs via Mobile Client i.e., RMS, AIS Quick links		

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		<ul style="list-style-type: none">4. Ability to initiate a NCIC/TCIC State Query5. Ability to read through NCIC/TCIC State returns on mobile by scrolling up/down arrow6. Need to ensure to receive TTMS images from DPS Queries7. Need to know the expected process for supporting (including, but not limited to installation and support) the Mobile client for MDC's8. Ability for Mobile server to pull reports from RMS so that the Deputies can view it from the car9. New Chat Notifications – Sound Alert10. Notifications on Call Sheets to Deputy about the new update11. Vehicle/Sub/Gun/Article (TLETS inquiries) with the drop function12. Ability to add and create themselves to the call13. Notification on all user screens that are on the system when someone gets a NCIC/TCIC Hit on a wanted person, missing person or stolen items14. Ability to see all Active calls and double click to put yourself in a call15. Ability to see how many people are logged on to CAD application16. Ability to create the group so can one chat with more people at one time		
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IV. Reporting Requirements

No.	List of Reports
1	Chat Report
2	Subject Statistics
3	AVL Playback (Mobile Reports application only)
4	AVL Report
5	Mobile Users
6	Response Time
7	Manpower/On and Off Duty
8	Bad Address
9	False Alarm
10	GEO Fail
11	Block Activity
12	Press Release
13	Ad Hoc
14	Call Log Report
15	Active Calls
16	Ambulance
17	Phone Directory
18	Service Number look up
19	CAD Call Sheet
20	Unit Activity
21	Complaint Type all Complaint Types Ex: Ambulance, med assist, sick person major and minor
22	Wreckers and Tows
23	Number of Calls Reports
24	All calls for service by call type (DAILY, WEEKLY, MONTHLY)
25	All unit numbers (DAILY, WEEKLY, MONTHLY)
26	Dispatch Report
27	Client Version Report
28	Vision Mobile User's Report

V. Technical Requirements:

Dallas County is committed to maintaining a secure, scalable, and sustainable IT environment. This document outlines the IT standards that must be met for any technology acquisition submitted through this Request for Proposal (RFP). All responding vendors must demonstrate compliance with these standards or provide detailed justifications and alternative solutions.

Security & Compliance

- Must adhere to NIST 800-53, Criminal Justice Information Services (CJIS), Health Insurance Portability and Accountability Act of 1996 (HIPAA), Personal Identity Verification Card Issuers (PCI), and other applicable regulatory requirements.
- Supports Single Sign-On (SSO).
 - Protocols: SAML, OIDC, OAuth 2.0

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- Multi-factor authentication (MFA) must be supported.
- Encryption requirements:
 - Data in Transit: TLS 1.2+ with Strong Ciphers.
 - Data at Rest: AES-256 encryption.
- Must support Role-Based Access Control (RBAC) with least privilege principles.
- Logging & auditing capabilities must meet compliance standards and be retained for at least 1 year.
- Vendor must provide a Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP).
- Vendor must provide a data breach and security incident management and notification policy.
- Hardware and Software solutions must be tamper-resistant to prevent unauthorized modifications.

Infrastructure & Hosting Requirements

*Dallas County's preference would be a Cloud-Based System but would also consider an On-Premises Solution.

- On-Premises Solutions:
 - Must be compatible with VMware-based virtualization.
 - Server OS: Windows Server 2022 and newer
- Cloud-Based Solutions:
 - Must be hosted on Azure (preferred), AWS, or other FedRAMP-certified platforms.
 - Data must be hosted within the United States.
 - Vendor must provide a detailed Service Level (SLA).

Data Management & Integration

- All data must be exportable in standard formats (CSV, JSON, XML, or SQL).
- Must support integration via RESTful APIs, SOAP, or other industry-standard protocols.
- Adherence to Dallas County's Data Retention Policy is required.
 - Additional adherence is required to each Data Owner's Retention Policy
 - Any destruction of data past the retention period will need to be reviewed by appropriate County personnel.

Software Development & Customization

- Preferred COTS (Commercial Off-The-Shelf) solutions over custom development.
- Any customizations must follow agile development methodologies.
- Vendor must provide versioning control mechanisms.

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- Must support automated deployments (CI/CD pipelines preferred).

Networking & Connectivity

- Must support IPv6 and IPv4.
- All network traffic must be secured via VPN, IPsec, or TLS 1.2+.
- Solution must integrate with Dallas County's Active Directory (AD) or Single Sign-On (SSO) solution.
- Must support IEEE 802.1x for devices that connect to the County network.
- Must support WPA3 Enterprise for Wireless Authentication.

End-User Requirements

- Must be accessible via modern web browsers (Chrome, Edge, Firefox, Safari).
- Client OS: Windows 11 and above.
- Must be ADA-compliant (WCAG 2.1 AA or higher).
- Provide training materials and user documentation.
- Offer at least 99.9% uptime for hosted solutions.

Support & Maintenance

- Must provide 24/7 support options unless specified otherwise.
- Response times must be defined in the SLA.
- Vendor must provide regular patches and updates.
- Clearly define incident response and escalation procedures.

Vendor Compliance & Acknowledgment

Vendors must submit a completed IT Standards Compliance Checklist (Appendix A) confirming adherence to these requirements. Non-compliance must be justified with alternative solutions.

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Appendix A: IT Standards Compliance Checklist

Requirement	Compliant (Y/N, or N/A)	Explanation/Alternative Solution (if No)
Supports TLS 1.2+ encryption		
Adheres to HIPAA, CJIS, PCI, NIST 800-53		
Hosted in a FedRAMP-certified cloud		
Hosted in a CJIS-certified cloud for CJIS scoped services		
Supports RESTful APIs for integration		
Supports Single Sign-On (SSO)		
Provides a detailed Disaster Recovery Plan		
Ensures 99.9% uptime for cloud solutions		
Provides automated software updates		
Provide Solution Architecture Diagram		
Provide Network Diagram		
Describe Data Security and Encryption		
Describe Support and Maintenance process		
Describe Release Management and Patch Management Process		
Describe Monitor and Alerts process		
Describe security breach escalation and notification process		
Provide API Documentation		
Provide Licensing Model		
Provide Product Roadmap		
Provide active SOC 2 Type II Report		

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VI. Records Retention

- **Call and Dispatch Records (CAD Logs):**
 - 7 years is a common retention period.
 - Some jurisdictions may require longer retention—up to 10 years or more
- **Audio Recordings of 911 Calls:**
 - Generally retained for 90 days to 3 years.
 - High-priority or incident-related recordings (e.g., involving fatalities or legal action) are often archived longer—up to 7 years or more.
- **Incident Reports (from CAD):**
 - Retained according to law enforcement or EMS record policies, typically 5 to 10 years.
- **GIS and Mapping Data:**
 - Often retained for 5+ years, especially if it's part of response documentation.
- **System Logs and Metadata:**
 - Varies based on IT policy—often 1 to 3 years, unless involved in audits or investigations.

VII. Service Level Agreement

This Service Level Agreement (SLA) outlines the performance standards, responsibilities, and support expectations for the selected vendor providing the Computer-Aided Dispatch (CAD) 911 replacement application for the Dallas County Sheriff's Office (DCSO). The SLA's apply to all services, integrations, support, and system performance outlined in the Request for Proposal (RFP) and the final awarded contract.

1. Service Objectives

- Ensure continuous operation of the CAD system with 24/7 availability.
- Support all functional, technical, and reporting requirements as defined in the RFP.
- Ensure 99.9% performance standard 24/7 standards for real-time emergency dispatch operations.
- Maintain compliance with all relevant regulatory, security, and data management standards.

2. Service Availability

Service Component	Service Window	Uptime Commitment	Scheduled Maintenance
CAD Application	24/7/365	99.9%	2:00 AM – 4:00 AM CST (with 48-hour notice)
CAD Mobile Interface	24/7/365	99.5%	Coordinated with desktop downtime
API & Integrations	24/7/365	99.5%	Scheduled per integration
Reporting Server	24/7/365	99.5%	Scheduled updates only

3. Incident Response and Resolution Times –

Severity Level	Description	Response Time	Resolution Time
Critical (P1)	System-wide failure or outage affecting dispatch	15 minutes	4 hours
High (P2)	Major functionality loss (e.g., mobile CAD failure)	30 minutes	8 hours
Medium (P3)	Non-critical component issue	4 hours	2 business days
Low (P4)	Minor bugs, cosmetic issues, or requests	1 business day	5 business days

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4. Performance Metrics

Metric	Standard
System Uptime	99.9% monthly uptime
Call Sheet Generation Time	≤ 2 seconds
Data Sync Lag (RMS/CAD/Integrations)	≤ 5 seconds
NCIC/TCIC Query Time	≤ 3 seconds
Report Generation Time	≤ 10 seconds for standard reports
Average Mobile Sync Delay	≤ 10 seconds

5. Support Services

- Helpdesk Availability: 24/7 via phone, email, and support portal.
- Tiered Support Structure: Tier 1–Tier 3 escalation, with escalation paths defined in the vendor's support guide.
- Dedicated Account Manager: Assigned to Dallas County to facilitate communication and performance reviews.

6. Maintenance & Updates

- Scheduled Maintenance: Vendor will notify Dallas County 48 hours in advance for non-emergency maintenance.
- Emergency Maintenance: Will be communicated immediately and must be justified in a post-maintenance incident report.
- Software Updates: Must be delivered quarterly or as needed based on feature releases or patches. Proposer must provide release notes and coordinate deployment during low-impact hours.
- Proposer must provide a testing environment so that updates can be tested prior to being moved to Production.
- The County expect the vendor to have a back-up system to ensure service calls are not interrupted.
- The County requires CAD to remain operational while repairs or updates are being made.

7. Security & Compliance

Vendor and any associated subcontractors, must meet and maintain compliance with the following:

- Standards: CJIS, HIPAA, NIST 800-53, PCI-DSS (where applicable)
- Data Handling: AES-256 encryption at rest, TLS 1.2+ in transit
- User Authentication: Single Sign-On (SSO) and Multi-Factor Authentication (MFA)
- Audit Logging: Retained for a minimum of 1 year, accessible for review upon request
- Breach Notification: Must notify Dallas County within 4 hours of a confirmed incident.

8. Disaster Recovery & Business Continuity

- Disaster Recovery Plan (DRP): Vendor must maintain and provide an annually tested DRP, that includes recovery redundancies for on premises, off premises and alternate locations.
- Recovery Time Objective (RTO): ≤ 4 hours
- Recovery Point Objective (RPO): ≤ 15 minutes
- Redundancy: Systems must be failover-capable and geographically redundant.

9. Data Management & Retention

Vendor will comply with Dallas County's Records Retention Policy:

- CAD Logs: Minimum 7 years

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- Audio Recordings: Minimum 90 days; 7+ years for priority events
- System Logs & Metadata: Retained for at least 3 years
- GIS/Mapping Data: Retained for 5+ years

Data must be exportable in CSV, JSON, XML, or SQL formats and returned to Dallas County upon contract termination.

10. Reporting and Reviews

- Monthly SLA Reports: Vendor will provide a monthly summary of uptime, ticket status, and incident response.
- Quarterly Performance Reviews: Conducted with Dallas County stakeholders to evaluate system performance, discuss enhancements, and review outstanding issues.
- Audit Rights: Dallas County reserves the right to audit vendor compliance annually or as needed.

11. Change Management

Any changes to system features, integrations, or processes must:

- Follow formal Change Control Procedures
- Include stakeholder review and sign-off
- Be communicated within 10 business days' notice (non-emergency)

VIII. 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	Points
Experience and Company Profile	25
System Functionality	20
Technical	15
Transition Implementation Plan and Timeline	15
Cost	10
Small Business Enterprise	15
Total Points	100

IX. Proposal Format

The proposal shall be divided into tabbed, marked sections and shall include but not limited to information in the format as described in this section.

1. Cover Letter

- Company name, address, contact information
- Brief statement of interest and understanding of the RFP purpose and intent
- Confirmation of compliance with all RFP terms, conditions, and technical requirements
- Authorized signature and date

2. Executive Summary

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- Summary of your understanding of Dallas County's needs and project goals
- Brief overview of your proposed solution and how it meets or exceeds requirements
- Highlight your company's unique qualifications and strengths

3. Company Profile and Relevant Experience

- Company overview, size, and years in business
- Relevant experience with CAD 911 systems or similar large-scale emergency dispatch solutions
- Case studies or project summaries for similar clients (include references and contact info)
- Certifications, licenses, and compliance status

4. Proposed Solution and Functional Approach

- Detailed description of the proposed CAD 911 system including:
 - How the solution meets each functional requirement listed in Section III of the RFP
 - GIS/Mapping capabilities
 - RMS, Axon, and other system integrations
 - Mobile and Chat features
 - Administration and reporting capabilities
- Compliance with reporting requirements (Section IV)
- Description of user interface and user experience enhancements

5. Technical Solution and Compliance

- Description of system architecture and infrastructure
- Compliance with technical requirements (Section IV), including security standards, hosting, integration, and support
- Provide completed IT Standards Compliance Checklist (Appendix A)
- Details on disaster recovery, business continuity, and data management plans
- Description of records retention capabilities (Section VI)

6. Implementation Plan and Transition Plan

- Detailed project plan including major milestones
- Data migration and legacy system integration approach
- Training and knowledge transfer plan
- Support and maintenance offerings post-implementation

7. Personnel and Key Staff

- Resumes and roles of key project team members
- Experience with CAD system implementation and support
- Commitment and availability for the project

8. Cost Proposal

- Detailed pricing including software licensing, implementation, training, support, and any optional services
- Payment terms and conditions
- Any assumptions or dependencies related to costs

9. Exceptions

- List any exceptions, clarifications, or requested changes to the RFP terms, scope, or technical specifications.
- Each exception must include:
 - Reference to the specific RFP section or requirement
 - Clear description of the exception

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- Justification or rationale for the exception
- If no exceptions, state: **“No exceptions to the RFP requirements.”**

10. Certifications and Compliance Statements

- Affirmation of compliance with all applicable regulatory and security standards: National Institute of Standards and Technology, Criminal Justice Information Services, Health Insurance Portability and Accountability Act, Payment Card Industry Data Security Standard (NIST, CJIS, HIPAA, PCI, etc.)
- Affirmation that the vendor is not debarred or suspended from federal or state contracting
- Signed confidentiality and non-disclosure agreement if required

11. Appendices / Attachments

- Completed IT Standards Compliance Checklist (Appendix A)
- Sample reports or screenshots (optional)
- Insurance certificates
- Other relevant documentation as requested in the RFP

X. Documents Submitted with Proposal or Upon Request

1. Attachment S - Small Business Enterprise (SBE) Forms (mandatory must be submitted with proposal).
2. Attachment A – Cost Worksheet (mandatory must be submitted with proposal).

XI. 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 **January 27, 2026, at 10:00 a.m. (CST)**, the pre-proposal meeting will be conducted through a conference call.

Microsoft Teams

[Join the meeting now](#)

Meeting ID: 284 981 242 569 99

Passcode: 7tP7eX6y

Dial in by phone

[+1 469-208-1731,,707514462#](tel:+14692081731,707514462#) United States, Carrollton

[Find a local number](#)

Phone conference ID: 707 514 462#

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

The deadline for the submission of questions is on **February 23, 2026, at 2:00 p.m. (CST)** through Bidnet.

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XII. Term and Commencement Date

This will be a five- year term contract commencing upon award by Commissioners Court, upon meeting any insurance and/or bonding requirements (if applicable) and/or fully executing the contract (if applicable).

XIII. 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.

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.

XIV. Opening of Proposals

Proposal reading shall be conducted: March 5, 2026, at 2:30pm (CST) on the day the proposals are due. The reading will be conducted via a live meeting online at (insert proposal opening link here). 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.

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

Firms will be required to any submit additional questions presented at the pre-proposal and/or after the conference. All additional questions must be received by February 23, 2026, at 2:00 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.

XVI. Proposal Submittal and Exception Requirements

To be considered for award, the proposal response must be submitted by March 5, 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 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.

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XVII. 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.

XVIII. 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 John Wysocki john.wysocki@dallascounty.org .

All questions regarding this solicitation are to be submitted in writing to John Wysocki, Dallas County Purchasing Department via [Bidnet](https://www.bidnetdirect.com/texas/dallas-county) (<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 john.wysocki@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.

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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.)

XIX. 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.

XX. Proposal Pricing

Proposal 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 proposer when the proposal was submitted and regardless that those costs were actually incurred. Price increase(s) shall not be automatic, the proposer shall request on an annual basis a price increase which shall not exceed 5% annually as warranted. Proposers shall submit, for the County's consideration, supporting documentation that substantiates the requested price increase. Cumulative change orders and/or price increases shall not exceed 25% of the original amount

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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.

XXI. 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 \$1,000,000:

Employers Liability - Each Accident	\$1,000,000
Employers Liability - Each Employee	\$1,000,000
Employers Liability - Policy Limit	\$1,000,000
Cyber Liability – Per Occurrence	\$1,000,000

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

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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 One Million 00/100 (\$1,000,000.00) 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.

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;

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- 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 final contract and for not less than two (2) years following the end of the contract. Coverage, including renewals, shall have the same retroactive date as the original policy applicable to the contract;
- 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 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 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, or cancellation of this contract 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, 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 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

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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 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.

XXII. 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.

XXIII. 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.

XXIV. 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.

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XXV. 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 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.

XXVI. 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

XXVII. 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.

XXVIII. 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.

XXIX. 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.

XXX. 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

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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.

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.

XXXI. Termination

The County may terminate the contract 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 contract for all goods and services delivered and accepted prior to the effective date of such termination notice.

XXXII. 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 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.

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XXXIII. 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 proposal(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.

XXXIV. 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.

XXXV. 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.

XXXVI. 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. The draft ~~A sample~~ contract for this project, with the ~~general~~ required terms and conditions, will be provided to proposers prior to solicitation closing date. ~~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.~~ By submitting a proposal, proposer(s) agree to all terms and conditions outlined in this RFP and the draft contract. The submission of any reservations, limitations, exceptions, or other deviations from these terms and conditions may place proposer(s) at a competitive disadvantage during the review process. The final contract is subject to County Council approval. Following award, any attempt to modify County standard terms and conditions will not be approved.

XXXVII. 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

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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/filinginfo/1295/>)

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 (i.e.: bid, rfp, rfq, soq, etc.) 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:

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- (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.

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/filinginfo/1295/>

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

<https://www.ethics.state.tx.us/filinginfo/1295/>

<https://www.ethics.state.tx.us/filinginfo/1295/>, 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 contract 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 County Council agenda to award the contract.

XXXVIII. 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 contract involved voidable by the Commissioners Court of Dallas County. It is the responsibility of Contractor during all phases of this contract 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 contract. Contractor further covenants that in the performance of this contract no person having such interest shall be employed or appointed by Contractor.

XXXIX. 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

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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), 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 tier 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 bidder or 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 bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.” Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)

Contractors who apply or bid for an award of more than \$100,000 shall file the required certification. Each tier certifies to the tier 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 tier shall also disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier 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 Expenditure of 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;

(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

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(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:

(i) Covered telecommunications equipment or services that:

i. Are not used as a substantial or essential component of any system; and

ii. 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 tier 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.

(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

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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.

(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 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.

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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 tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier 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 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

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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 tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (b)(1) through (4) of this section.”

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XL. Exhibit A CJIS Security Addendum and Certifications

Agency Identification

Agency Name	ORI
Agency Address	
City	Zip
Agency Representative (Title and Name)	
Phone Number	Fax Number
Email address	

Contractor Identification

Company Name	Service Providing Agency	
Company Address		
City	State	Zip
Contractor Representative (Title and Name)		
Phone Number	Fax Number	
Email address		

Visit our website www.dps.texas.gov/securityreview for information on submitting vendor/contractor fingerprints.

Email can be sent to: security.committee@dps.texas.gov

Main office number is: (512) 424-5686

Parties may use the following Security Addendum with the Texas Signatory Page or, in their contract, choose to incorporate the Security Addendum by reference. If the Addendum is incorporated by reference into the contract, a copy of the contract must be provided to the TX DPS CJIS Security Office.

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**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM
Legal Authority for and Purpose and Genesis of the
Security Addendum**

Traditionally, law enforcement and other criminal justice agencies have been responsible for the confidentiality of their information. Accordingly, until mid-1999, the Code of Federal Regulations Title 28, Part 20, subpart C, and the National Crime Information Center (NCIC) policy paper approved December 6, 1982, required that the management and exchange of criminal justice information be performed by a criminal justice agency or, in certain circumstances, by a noncriminal justice agency under the management control of a criminal justice agency.

In light of the increasing desire of governmental agencies to contract with private entities to perform administration of criminal justice functions, the FBI sought and obtained approval from the United States Department of Justice (DOJ) to permit such privatization of traditional law enforcement functions under certain controlled circumstances. In the Federal Register of May 10, 1999, the FBI published a Notice of Proposed Rulemaking, announcing as follows:

1. Access to CHRI [Criminal History Record Information] and Related Information, Subject to Appropriate Controls, by a Private Contractor Pursuant to a Specific Agreement with an Authorized Governmental Agency To Perform an Administration of Criminal Justice Function (Privatization). Section 534 of title 28 of the United States Code authorizes the Attorney General to exchange identification, criminal identification, crime, and other records for the official use of authorized officials of the federal government, the states, cities, and penal and other institutions. This statute also provides, however, that such exchanges are subject to cancellation if dissemination is made outside the receiving departments or related agencies. Agencies authorized access to CHRI traditionally have been hesitant to disclose that information, even in furtherance of authorized criminal justice functions, to anyone other than actual agency employees lest such disclosure be viewed as unauthorized. In recent years, however, governmental agencies seeking greater efficiency and economy have become increasingly interested in obtaining support services for the administration of criminal justice from the private sector. With the concurrence of the FBI's Criminal Justice Information Services (CJIS) Advisory Policy Board, the DOJ has concluded that disclosures to private persons and entities providing support services for criminal justice agencies may, when subject to appropriate controls, properly be viewed as permissible disclosures for purposes of compliance with 28 U.S.C. 534.

We are therefore proposing to revise 28 CFR 20.33(a) (7) to provide express authority for such arrangements. The proposed authority is similar to the authority that already exists in 28 CFR 20.21(b)(3) for state and local CHRI

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systems. Provision of CHRI under this authority would only be permitted pursuant to a specific agreement with an authorized governmental agency for the purpose of providing services for the administration of criminal justice. The agreement would be required to incorporate a security addendum approved by the Director of the FBI (acting for the Attorney General). The security addendum would specifically authorize access to CHRI, limit the use of the information to the specific purposes for which it is being provided, ensure the security and confidentiality of the information consistent with applicable laws and regulations, provide for sanctions, and contain such other provisions as the Director of the FBI (acting for the Attorney General) may require. The security addendum, buttressed by ongoing audit programs of both the FBI and the sponsoring governmental agency, will provide an appropriate balance between the benefits of privatization, protection of individual privacy interests, and preservation of the security of the FBI's CHRI systems.

The FBI will develop a security addendum to be made available to interested governmental agencies. We anticipate that the security addendum will include physical and personnel security constraints historically required by NCIC security practices and other programmatic requirements, together with personal integrity and electronic security provisions comparable to those in NCIC User Agreements between the FBI and criminal justice agencies, and in existing Management Control Agreements between criminal justice agencies and noncriminal justice governmental entities. The security addendum will make clear that access to CHRI will be limited to those officers and employees of the private contractor or its subcontractor who require the information to properly perform services for the sponsoring governmental agency, and that the service provider may not access, modify, use, or disseminate such information for inconsistent or unauthorized purposes.

Consistent with such intent, Title 28 of the Code of Federal Regulations (C.F.R.) was amended to read:

§ 20.33 Dissemination of criminal history record information.

Criminal history record information contained in the Interstate Identification Index (III) System and the Fingerprint Identification Records System (FIRS) may be made available:

- 1) To criminal justice agencies for criminal justice purposes, which purposes include the screening of employees or applicants for employment hired by criminal justice agencies.
- 2) To noncriminal justice governmental agencies performing criminal justice dispatching functions or data processing/information services for criminal justice agencies; and
- 3) To private contractors pursuant to a specific agreement with an agency

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identified in paragraphs (a)(1) or (a)(6) of this section and for the purpose of providing services for the administration of criminal justice pursuant to that agreement. The agreement must incorporate a security addendum approved by the Attorney General of the United States, which shall specifically authorize access to criminal history record information, limit the use of the information to the purposes for which it is provided, ensure the security and confidentiality of the information consistent with these regulations, provide for sanctions, and contain such other provisions as the Attorney General may require. The power and authority of the Attorney General hereunder shall be exercised by the FBI Director (or the Director's designee).

This Security Addendum, appended to and incorporated by reference in a government-private sector contract entered into for such purpose, is intended to insure that the benefits of privatization are not attained with any accompanying degradation in the security of the national system of criminal records accessed by the contracting private party. This Security Addendum addresses both concerns for personal integrity and electronic security which have been addressed in previously executed user agreements and management control agreements.

A government agency may privatize functions traditionally performed by criminal justice agencies (or noncriminal justice agencies acting under a management control agreement), subject to the terms of this Security Addendum. If privatized, access by a private contractor's personnel to NCIC data and other CJIS information is restricted to only that necessary to perform the privatized tasks consistent with the government agency's function and the focus of the contract. If privatized the contractor may not access, modify, use or disseminate such data in any manner not expressly authorized by the government agency in consultation with the FBI.

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**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM**

The goal of this document is to augment the CJIS Security Policy to ensure adequate security is provided for criminal justice systems while (1) under the control or management of a private entity or (2) connectivity to FBI CJIS Systems has been provided to a private entity (contractor). Adequate security is defined in Office of Management and Budget Circular A-130 as “security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information.”

The intent of this Security Addendum is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

This Security Addendum identifies the duties and responsibilities with respect to the installation and maintenance of adequate internal controls within the contractual relationship so that the security and integrity of the FBI's information resources are not compromised. The security program shall include consideration of personnel security, site security, system security, and data security, and technical security.

The provisions of this Security Addendum apply to all personnel, systems, networks and support facilities supporting and/or acting on behalf of the government agency.

1.00 Definitions

1.01 Contracting Government Agency (CGA) - the government agency, whether a Criminal Justice Agency or a Noncriminal Justice Agency, which enters into an agreement with a private contractor subject to this Security Addendum.

1.02 Contractor - a private business, organization or individual which has entered into an agreement for the administration of criminal justice with a Criminal Justice Agency or a Noncriminal Justice Agency.

2.00 Responsibilities of the Contracting Government Agency.

2.01 The CGA will ensure that each Contractor employee receives a copy of the Security Addendum and the CJIS Security Policy and executes an acknowledgment of such receipt and the contents of the Security Addendum. The signed acknowledgments shall remain in the possession of the CGA and available for audit purposes.

3.00 Responsibilities of the Contractor.

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3.01 The Contractor will maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

4.00 Security Violations.

The CGA must report security violations to the CJIS Systems Officer (CSO) and the Director, FBI, along with indications of actions taken by the CGA and Contractor.

4.01 Security violations can justify termination of the appended agreement.

4.02 Upon notification, the FBI reserves the right to:

a. Investigate or decline to investigate any report of unauthorized use;

b. Suspend or terminate access and services, including telecommunications links.

The FBI will provide the CSO with timely written notice of the suspension. Access and services will be reinstated only after satisfactory assurances have been provided to the FBI by the CGA and Contractor. Upon termination, the Contractor's records containing CHRI must be deleted or returned to the CGA.

5.00 Audit

5.01 The FBI is authorized to perform a final audit of the Contractor's systems after termination of the Security Addendum.

6.00 Scope and Authority

6.01 This Security Addendum does not confer, grant, or authorize any rights, privileges, or obligations on any persons other than the Contractor, CGA, CJA (where applicable), CSA, and FBI.

6.02 The following documents are incorporated by reference and made part of this agreement: (1) the Security Addendum; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20. The parties are also subject to applicable federal and state laws and regulations.

6.03 The terms set forth in this document do not constitute the sole understanding by and between the parties hereto; rather they augment the provisions of the CJIS Security Policy to provide a minimum basis for the security of the system and contained information and it is understood that there may be terms and conditions of the appended Agreement which impose more stringent requirements upon the Contractor.

6.04 This Security Addendum may only be modified by the FBI, and may not be modified by the parties to the appended Agreement without the consent of the FBI.

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6.05 All notices and correspondence shall be forwarded by First Class mail to:

Assistant Director

Criminal Justice Information Services Division, FBI

1000 Custer Hollow Road Clarksburg, West Virginia 26306

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Project Title: Dallas County Sheriff Computer Aided Dispatch (CAD) 911

Proposal Due Date: _____

**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION
SERVICES SECURITY ADDENDUM
CERTIFICATION**

I hereby certify that I am familiar with the contents of (1) the Security Addendum, including its legal authority and purpose; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20, and agree to be bound by their provisions.

I recognize that criminal history record information and related data, by its very nature, is sensitive and has potential for great harm if misused. I acknowledge that access to criminal history record information and related data is therefore limited to the purpose(s) for which a government agency has entered into the contract incorporating this Security Addendum. I understand that misuse of the system by, among other things: accessing it without authorization; accessing it by exceeding authorization; accessing it for an improper purpose; using, disseminating, or re-disseminating information received as a result of this contract for a purpose other than that envisioned by the contract, may subject me to administrative and criminal penalties. I understand that accessing the system for an appropriate purpose and then using, disseminating, or re-disseminating the information received for another purpose other than execution of the contract also constitutes misuse. I further understand that the occurrence of misuse does not depend upon whether or not I receive additional compensation for such authorized activity. Such exposure for misuse includes, but is not limited to, suspension or loss of employment and prosecution for state and federal crimes.

Signature of Contractor Employee

Date

Printed or Typed Contractor Employee Name

Sex: _____ Race: _____ DOB: _____ State/ID or DL: _____

Signature of Contractor Representative

Date

Printed or Typed Name of Contractor Representative

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Organization Name and Representative's Title

Texas Signatory Page

The undersigned parties agree that the *Security Addendum* is now a part of the contract between the entities. The parties agree to abide by all requirements of the *Security Addendum* and the *CJIS Security Policy*, and it shall remain in force for the term of the contract. Any violation of this addendum constitutes a breach of the contract.

To the extent there is a conflict between a confidentiality clause in the underlying contract and the *Security Addendum* and/or the *CJIS Security Policy*, the *Security Addendum* and the *CJIS Security Policy* shall govern any information covered by the *Security Addendum* and/or the *CJIS Security Policy*.

(To be signed and dated by the vendor and law enforcement agency representative(s) who signed the original contract, or at least who have authority to bind each entity.)

Printed Name of Agency Representative

Signature of Agency Representative

Title

Agency Name and ORI

Date

Printed Name of Vendor (Contractor) Representative

Signature of Vendor (Contractor) Representative

Title

Vendor Organization Name

Date

CAD Vendor Demonstration Use Cases

Dallas County Sheriff's Office (DCSO)

Prepared by: Communications Department (LT Christopher Houston)

The following use cases define functional expectations vendors should demonstrate during the CAD RFP evaluation process. Each use case applies to CAD Desktop, CAD Mobile, and associated integrations unless otherwise noted.

Use Case #1 – Geographic Information System (GIS) within CAD

Description

- Provide current, updated GIS/mapping capabilities at both the primary (SDGC) and backup (Frank Crowley) call centers.
- Automatically populate location data in CAD based on incoming phone number.
- Ensure consistency in shortcuts and recognition for streets, highways, and common locations.
- Allow locations to be entered using multiple methods while still returning accurate address data.
- Link addresses to a master geocoded file to support mapping and later verification.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #2 – Maps

Description

- Provide interactive mapping, including heat maps, to visualize high-crime and high-traffic areas.
- Support layered mapping integrations using Esri ArcGIS.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #3 – RMS and CAD Integration**Description**

- Allow information from County applications (AIS/RMS) to be copied into CAD narratives when connected through the approved VDI solution.
- Support ordering wreckers through CAD/RMS integration.
- Support requesting EMS or other emergency services through CAD/RMS integration.
- Store and access premise data, including occupancy, elevation/floor, premise type (residential/commercial), and emergency contacts.
- Support geofile databases for address validation and control files for incident/case number assignment.
- Manage CAD-generated Incident Numbers (numeric or alphanumeric) for each entered call.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #4 – Body Camera, Towing, and Emergency Management Integration**Description**

- Integrate with Axon systems for reporting and evidence workflows.
- Identify and support additional body-worn camera manufacturers supported by the CAD solution.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #5 – Data Migration / Evidence Integration

Description

- Migrate legacy data from the existing CAD system to the new CAD system.
- Restore historical records, including names and related details.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #6 – City of Dallas (DPD) / DCSO CAD Integration

Description

- Integrate with the City of Dallas CAD system (MARK43).
- Receive all electronic calls from Dallas PD that require DCSO response.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #7 – Chat

Description

- Enable group chat functionality with deputies during active calls (outside of the call sheet).
- Support direct one-to-one chat communications.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #8 – CAD Administration

Description

- Lookup calls, vehicles, and tow records.
- Support password resets and user account management (add/delete users).
- Allow customization of quick keys.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #9 – Quick Keys

Description

- Provide quick entry methods for call creation without relying solely on command-line input.
- Support predefined common call shortcuts (e.g., function keys such as F5, F6, F7).

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #10 – CAD Application (Desktop)

Description

- Manual spell-check capability.
- Multi-screen support.
- Command staff notifications for fatalities, shootings, and major accidents.
- TLETS inquiries for vehicles, subjects, firearms, and articles.

- User-configurable fonts and color schemes.
- Direct printing of call sheets.
- Non-intrusive pop-ups that do not interfere with other applications.
- Duplicate call recognition.
- Ability to edit calls without disrupting narrative updates.
- Support for Text-to-911 with auto-generated CAD call sheets.
- Audible alerts for new chat messages.
- Unlimited historical data search.
- Identification and abbreviation of hazardous locations.
- Computer-telephone integration with primary and secondary backup (Vesta).
- Confirmation of TTMS images from DPS queries.
- Ability to copy stolen-vehicle hits to call sheets.
- Caller-specific call history with dialed number visibility.
- Notifications to theft teams on vehicle-related events.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #11 – NCIC / TCIC

Description

- System-wide notifications for NCIC/TCIC hits (wanted persons, missing persons, stolen property).
- Ability to perform NCIC queries and returns.
- Expanded OPENFOX functionality (hit confirmation, out-of-state plate queries).
- Interface with TLETS/NLETS, TCIC/NCIC, and CCH/III in compliance with FBI and DPS requirements.

- Automatic queries across NCIC, TCIC, NLETS, and local/regional systems with optional viewing.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #12 – Reporting Server**Description**

- Access to a reporting server.
- Ability to write and query CAD reports consistent with existing DCSO reporting portals.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #13 – Master Location Index (MLI)**Description**

- Utilize an MLI function to aggregate information throughout the system based on a specific address, a range of addresses, an area (i.e. as defined in the Agency's geofile), and/or locations based on X/Y coordinates.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #14 – Email through CAD**Description**

- Ability to send emails through Microsoft Outlook directly from CAD.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #15 – Brazos Integration**Description**

- Import person, vehicle, and location data from Brazos.

Goal

Ability to create, edit, and submit.

End Users

Call Taker, Dispatcher, Dispatch Supervisor

Use Case #16 – Mobile Interface (In-Car / MDC)**Description**

- Ability to authenticate and use CAD Mobile
- Ability to see accurate GIS/Mapping on Mobile
- Ability to access specific links/URLs via Mobile Client i.e., RMS, AIS Quick links
- Ability to initiate a NCIC/TCIC State Query
- Ability to read through NCIC/TCIC State returns on mobile by scrolling up/down arrow
- Need to ensure to receive TTMS images from DPS Queries
- Need to know the expected process for supporting (including, but not limited to installation and support) the Mobile client for MDC's
- Ability for Mobile server to pull reports from RMS so that the Deputies can view it from the car
- New Chat Notifications – Sound Alert
- Notifications on Call Sheets to Deputy about the new update
- Vehicle/Sub/Gun/Article (TLETS inquiries) with the drop function
- Ability to add and create themselves to the call

- Notification on all user screens that are on the system when someone gets a NCIC/TCIC Hit on a wanted person, missing person or stolen items
- Ability to see all Active calls and double click to put yourself in a call
- Ability to see how many people are logged on to CAD application
- Ability to create the group so can one chat with more people at one time

Goal

Ability to create, edit, and submit.

End Users

DSO Sworn Personnel