BURNET COUNTY, TEXAS

Request for Proposal

Countywide Unified Phone System & Desktop Application

RFP No. 26-4090-09 – Unified Phone System

Issued by:

Burnet County Purchasing Office
Burnet County Courthouse
220 South Pierce Street
Burnet, Texas 78611

Proposal Due Date: October 07, 2026 at 10:00 AM CT
All proposals must be clearly marked "RFP 26-4090-09 Unified Phone System"

Burnet County is an Equal Opportunity Employer. Historically Underutilized Businesses (HUBs), Minority-, Woman-, and Veteran-Owned Business Enterprises are encouraged to submit proposals.

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3. Invitation to Proposers

Burnet County (the "County") invites qualified vendors to submit proposals for the design, supply, installation, and support of a countywide Unified Phone System with integrated desktop and mobile application capability (the "Project"). This Request for Proposal ("RFP") describes the County's requirements, submission instructions, and evaluation process.

The County intends to replace its current disparate and aging telephony infrastructure with a modern, cloud-based or hybrid Voice over Internet Protocol (VoIP) unified communications platform that improves reliability, citizen service, interoperability with Microsoft 365, and administrative efficiency across all County departments, precincts, and facilities.

Vendors may propose against any or all portions of the Scope of Work; however, the County's preference is a single, accountable prime vendor capable of delivering a complete, turnkey solution. The County reserves the right to award to one or more vendors, to reject any or all proposals, and to waive minor informalities in its sole discretion.

Proposals must be submitted in a sealed envelope or package to:

Burnet County Purchasing Office
Attn: County Purchasing Agent
Burnet County Auditor's Office
133 East Jackson Street
Burnet, Texas 78611

4. Procurement Schedule

The County anticipates the following procurement schedule. All times are Central Time. The County reserves the right to modify this schedule at its discretion; any changes will be issued as a written addendum posted to the County's website and, where practicable, emailed to prospective proposers of record.

Milestone	Date
RFP Release / Advertisement	9.10.26
Mandatory Pre-Proposal Conference	9.23.26 @ 10:00 AM, 133 E. Jackson St. Burnet, Texas 78611 – Conference Room
Deadline for Written Questions	9.25.26 at 12:00 PM CT
County Response to Questions (Addendum)	9.30.26
Proposal Submission Deadline	10.7.26 at 10:00 AM CT
Proposal Evaluation Period	10.8.26 – 10.14.26
Vendor Interviews / Demonstrations (if needed)	10.15.26 – 10.21.26
Recommendation to Commissioners Court	10.27.26

5. Instructions to Proposers

5.1 General Instructions

- Proposals must be submitted in the format described in Section 23 (Required Response Format) by the deadline stated in Section 4.
- Proposals received after the submission deadline will not be considered and will be returned unopened, regardless of the cause of the delay.
- One (1) original (clearly marked "Original") proposal to be submitted in a sealed envelope or package to the Burnet County Purchasing Office marked Attn: County Purchasing Agent at the Burnet County Auditor's Office located at 133 East Jackson Street, Burnet, TX 78611 OR emailed to bids@burnetcountytexas.org in a PDF format. Submission shall follow the deadline stated in Section 4.
- All proposals must be clearly marked with the RFP number and title on the outside of the submission package.
- Proposals are irrevocable for one hundred twenty (120) calendar days following the submission deadline.
- The County is not liable for any costs incurred by a vendor in preparing or submitting a proposal, participating in interviews, or negotiating a contract.

5.2 Questions and Clarifications

All questions regarding this RFP must be submitted via email to the Burnet County Auditor's Office contact identified below no later than the deadline in Section 4. Verbal questions or clarifications obtained from any County officer, employee, or agent other than through the official question process are not binding on the County.

Contact: Megan Schumann, Burnet County Auditor's Office – Email: bids@burnetcountytexas.org – Phone: 512-756-5495

5.3 Addenda

Any interpretation, correction, or change to this RFP will be made by written addendum only. Addenda will be posted on the County's official procurement webpage. It is the vendor's sole responsibility to monitor the site for addenda and to acknowledge receipt of all addenda in its proposal.

5.4 Proposal Withdrawal and Modification

A proposal may be withdrawn or modified by written request received prior to the submission deadline. No modifications will be accepted after the deadline except as requested by the County during negotiations.

5.5 Rejection of Proposals

The County reserves the right to reject any or all proposals, to waive minor irregularities or informalities, to request clarification from any proposer, and to negotiate with one or more proposers, all in the County's sole discretion and in accordance with applicable Texas procurement law, including Local Government Code Chapter 262.

5.6 Public Information

Proposals submitted to the County become subject to the Texas Public Information Act (Chapter 552, Texas Government Code) upon submission. Any proposal content that a vendor considers confidential or proprietary must be clearly and specifically marked as such; the County will make a good-faith effort to protect properly marked information but cannot guarantee confidentiality and will follow the process set out in Government Code Section 552.305 for third-party submissions in the event of an open records request.

6. County Background

Burnet County offices are located in the City of Burnet, Texas. The County serves a growing population across multiple communities, including Burnet, Marble Falls, and surrounding unincorporated areas, and operates numerous departments and elected offices spanning law enforcement, judicial, public safety, and general administrative functions.

The County is governed by the Commissioners Court and is committed to providing efficient, reliable, and modern services to residents. As part of that commitment, the County is undertaking a countywide technology modernization initiative, of which this Unified Phone System project is a key component.

7. Current Environment

The County currently operates a mix of legacy premise-based PBX and analog/POTS telephone service across its facilities, resulting in inconsistent features, duplicative maintenance contracts, and limited integration with modern collaboration tools. The table below summarizes the County's current telephony footprint for proposal-planning purposes. These figures are listed for estimation purposes only. Vendors should independently verify quantities and requirements during the site survey referenced in Section 17. Pricing shall identify all assumptions used in developing the proposal.

Facility / Department	Approx. Users / Lines	Analog Lines
Burnet County Courthouse (220 S. Pierce St.)	48	11
Burnet County Sheriff's Office / Jail	42 SO / 33 Jail	8 SO / 3 Jail
County Courthouse Annex	18	8
Herman Brown Library	5	3
North Annex	60	8
South Annex	27	6
Marble Falls Library	8	3
Bertram Library	4	
Public Defenders	10	
AgriLife	6	
Maintenance	1	
TOTAL (estimated)	262	50

(Disclaimer these are just approximate numbers)

7.1 Known Limitations of the Current Environment

- Limited or no integration with Microsoft 365 / Outlook / Teams.
- No unified voicemail-to-email or transcription across all sites.

- Inconsistent E911 dispatchable location data across facilities.
- Aging on-premise hardware nearing end-of-life / end-of-support.
- Multiple, disconnected vendor support and maintenance contracts.
- Limited call analytics and reporting for staffing and citizen-service planning.
- No centralized management portal for moves, adds, and changes across sites.

8. Project Objectives

Through this procurement, Burnet County seeks to:

- Deploy a single, countywide, cloud-based or hybrid Unified Communications (UC) platform with a consistent feature set for every user, regardless of location.
- Provide a modern desktop and mobile softphone application integrated with Microsoft 365, Outlook, and Microsoft Teams.
- Achieve full compliance with E911 requirements under Kari's Law and the RAY BAUM'S Act, including dispatchable location for every endpoint.
- Meet the security and, where applicable, CJIS Security Policy requirements associated with County law enforcement and criminal justice operations (see Section 13).
- Improve system resiliency and disaster recovery through geographic redundancy and documented failover procedures.
- Reduce total cost of ownership by consolidating vendor contracts, hardware maintenance, and long-distance/toll costs.
- Provide robust reporting, call analytics, and call recording capabilities to support departmental accountability and citizen service quality.
- Ensure a smooth, low-disruption migration through phased implementation, adequate training, and a documented cutover and rollback plan.
- Establish clear, measurable Service Level Agreements (SLAs) for support, uptime, and issue resolution for the life of the agreement.

9. Scope of Work

The selected vendor shall provide all labor, materials, hardware (as applicable), software licensing, project management, and professional services necessary to design, deliver, install, configure, test, and support a complete Unified Phone System for Burnet County, including but not limited to the following.

9.1 Core Deliverables

- System design documentation, including network readiness assessment and site-by-site implementation plan.
- Cloud-based or hybrid VoIP telephone system, geographically redundant, sized for all County sites identified in Section 7 plus 10% growth capacity.
- Desktop softphone / unified communications application for Windows (and Mac, if applicable) with call control, presence, messaging, and Microsoft 365/Teams integration.
- Mobile application for iOS and Android supporting calling, messaging, and voicemail.
- Physical desk and wireless telephone hardware meeting the specifications in Section 10.
- Auto attendant, hunt group, and call queue configuration for all departments.
- Call recording, voicemail-to-email with transcription, and reporting/analytics tools.
- E911 configuration meeting the requirements of Section 15.
- Number porting of all existing DIDs and main listed numbers with no loss of service.
- Complete installation, cutover, and onboarding at every County facility.
- End-user and administrator training per Section 19.
- Ongoing maintenance, remote support, and Hardware-as-a-Service coverage per Sections 20–21.
- As-built documentation, network diagrams, and administrative runbooks delivered at project close-out.

9.2 Optional / Value-Add Items (Priced Separately)

- Contact center / advanced call queue module for high-volume departments (e.g., Tax Office, 911 non-emergency lines).
- Extended call recording retention beyond the 180-day baseline.
- SMS/MMS-enabled lines for citizen notification use cases.
- Analog gateway support for elevators, fax machines, fire/burglar alarm lines, and other analog devices that must remain in service.
- Paging system integration.

9.3 Exclusions

Unless expressly proposed as an optional item, the following are excluded from the base scope: structured cabling replacement beyond point-of-need patch cabling, physical security systems, radio/dispatch console systems, and building electrical work. Vendors should identify any such dependencies discovered during the site survey.

10. Technical Requirements

The proposed solution must meet, at minimum, all technical requirements below. Vendors must respond to each requirement in the Technical Compliance Matrix (Attachment D) indicating Comply, Comply with Exception, or Does Not Comply, with narrative explanation for any exception.

10.1 Platform Requirements

- Cloud-based VoIP telephone system that is geographically redundant across at least two (2) physically separate data centers.
- All-inclusive PBX station/user seat licensing — no tiered feature restrictions between user classes unless specifically requested by the County.
- Scalable and upgradeable to meet future growth with less than one (1) week turn-up time for new users.
- Web-based or installable Voice Solution Management Software for County administrators.
- Support for a minimum of 500 concurrent users with capacity to expand by at least 25% without platform redesign.
- 99.99% platform uptime SLA, exclusive of scheduled maintenance windows (see Section 21).

10.2 Telephone Set / Device Requirements

Device Class	Minimum Requirement
Standard desktop telephone	Color LCD display, minimum 3-line capability, Gigabit Ethernet pass-through, PoE
Executive / high-use desktop telephone	Color LCD display, minimum 6-line capability, expansion/sidecar module support
Wireless / DECT telephone	Color LCD display, minimum 1-line capability
Conference room phone	360° microphone pickup, speakerphone, 3-way conference minimum
Softphone (desktop app)	Full feature parity with desk phone where technically feasible
Accessories	Corded and wireless headset compatibility; sidecar/expansion module availability

10.3 Feature Requirements

- Caller ID (inbound and outbound) and Direct Inward Dialing (DID) for all applicable lines.
- Voicemail with voicemail-to-email delivery and automated transcription.
- Message Waiting Indicator and full-duplex speakerphone.
- Do Not Disturb (DND) functionality.
- Fully customizable per-user answering rules, with support for one or more unique call routes per user.
- Multiple time-of-day / day-of-week routing options per department.
- Ability to organize users by Department, Site, and Precinct.

- Unlimited auto attendants and hunt groups.
- Call logging and reporting with automatic scheduled export.
- Unlimited calling to the U.S., Canada, and Mexico with no long-distance charges.
- Call recording included and retained for a minimum of 180 days, with optional extended retention and optional transcription.
- Native mobile application for Android and iOS.
- SMS/MMS messaging capability where required by department.
- Inter-office / team messaging via web portal and mobile application.

11. Network Requirements

Vendors are responsible for conducting a network readiness assessment at each County site prior to implementation and for identifying any required network remediation as part of their proposal, priced separately from the core solution.

11.1 Bandwidth and Quality of Service

- Vendor shall provide a bandwidth sizing calculation per site based on concurrent call capacity and codec selection.
- Solution must support Quality of Service (QoS) tagging (DSCP) end-to-end and provide guidance for County router/switch configuration.
- Solution must gracefully degrade or fail over (e.g., to 4G/5G backup or local survivability gateway) in the event of a WAN outage, maintaining at minimum outbound 911 calling capability.

11.2 LAN / Infrastructure

- Vendor shall identify Power over Ethernet (PoE) switch requirements necessary to support proposed endpoints and shall include any required switch upgrades as a priced, itemized option *(Already in place by Burnet County Department of Technology & Cybersecurity).*
- Solution must support VLAN segmentation separating voice and data traffic.
- Vendor shall document all firewall ports, protocols, and SBC (Session Border Controller) requirements needed for the solution to operate securely on the County network.

11.3 Monitoring

- Vendor shall provide, or make available, real-time network and call-quality monitoring/diagnostic tools accessible to Burnet County Department of Technology & Cybersecurity staff.
- Vendor shall proactively alert the County of degraded call quality, circuit outages, or platform-side incidents affecting County service.

12. Security Requirements

Given the sensitivity of County communications, including those involving law enforcement, courts, and personally identifiable information (PII), the proposed solution must meet the following minimum-security requirements.

12.1 Data Protection

- Signaling (SIP/TLS) and media (SRTP) encryption for all voice traffic, including all calls traversing the public internet.
- Encryption of data at rest for voicemail, call recordings, transcriptions, and call detail records.
- Defined data retention and secure deletion practices consistent with County records-retention policy and, where applicable, Texas State Library and Archives Commission retention schedules.
- Documented data residency — vendor shall disclose the physical location(s) of all data centers processing or storing County data and confirm data remains within the United States unless otherwise approved in writing by the County.
- Data Ownership - all county telephone numbers, recordings, voicemails, transcripts, metadata, call records, configurations, and associated data shall remain the property of Burnet County. Upon request or termination, the Vendor shall provide such data in a commercially reasonable export format without additional charge.
- Transition Assistance - upon expiration or termination, Vendor shall provide commercially reasonable transition assistance, including number porting coordination and data export for a period of up to ninety (90) days.

12.2 Access Control & Identity

- Role-based access control (RBAC) for the administrative management portal.
- Multi-factor authentication (MFA) required for all administrative and, where feasible, end-user portal access.
- Support for Single Sign-On (SSO) via the County's (OKTA) tenant (see Section 14).
- Detailed audit logging of all administrative changes, including user, timestamp, and change description, retained for a minimum of one (1) year.

12.3 Vendor Security Practices

- Vendor shall describe its patch management, vulnerability management, and penetration testing program, including frequency of independent third-party assessments.
- Vendor shall disclose relevant compliance certifications and attestations (e.g., SOC 2 Type II, ISO 27001) and provide documentation upon request.
- Vendor shall describe its incident response plan and shall notify the County of any security incident affecting County data within the time periods in the table below according to severity:

Severity	Example	Customer Notification
Critical – P1	Complete loss of phone service, inability to make/receive calls, 911 impact	Within 15-30 minutes of confirmation/discovery
High – P2	Significant degradation, intermittent calling, large customer impact	Within 30-60 minutes
Moderate – P3	Limited functionality or subset of users affected	Within 2-4 hours
Low – P4	Minor issue with limited operational impact	Same business day or within 24 hours

- Vendor personnel with access to County systems or data must be subject to background checks consistent with Section 13 where CJIS-covered systems are involved.
- Vendor shall carry cyber liability insurance consistent with Section 27.
- Upon reasonable notice, County may request documentation reasonably necessary to verify compliance with the contractual security obligations.

12.4 Business Continuity of Vendor Operations

- Vendor shall describe redundancy of its own operations (support staff, NOC, billing systems) to ensure continuity of service to the County in the event of a vendor-side disruption.

13. CJIS Requirements

Certain County departments, including the Sheriff's Office, Constables, and courts, transmit or have access to Criminal Justice Information (CJI). To the extent the proposed system will be used by, or interconnect with systems used by, these departments, the vendor must comply with the FBI Criminal Justice Information Services (CJIS) Security Policy, as administered through the Texas Department of Public Safety (DPS).

13.1 CJIS Compliance Requirements

- Execute the CJIS Security Addendum / Management Control Agreement as required by the Texas DPS and the County prior to accessing any CJIS-covered systems or data.
- Ensure all vendor personnel with logical or physical access to CJI-adjacent systems undergo a fingerprint-based criminal history background check and complete CJIS Security Awareness Training prior to access, consistent with CJIS Security Policy personnel security requirements.
- Implement advanced authentication (multi-factor) for any remote access to systems that touch CJI, consistent with CJIS Security Policy Section 5.6.
- Use FIPS 140-2 (or successor FIPS 140-3) validated encryption modules for CJI in transit and at rest.
- Maintain auditable logs of access to CJI-adjacent systems consistent with CJIS Security Policy Section 5.4, retained for a minimum of one (1) year.
- Provide incident response procedures specific to CJI, including notification to the County and, as required, the CJIS Systems Agency (CSA), within the timeframe specified by CJIS Security Policy.
- Disclose all data center and cloud hosting locations supporting CJIS-covered functions and confirm such locations meet CJIS physical and personnel security requirements.

14. Microsoft 365 & Teams Integration

Burnet County utilizes Microsoft 365 for email, calendaring, and collaboration. The proposed solution must integrate natively with the County's Microsoft 365 environment.

14.1 Required Integrations

- Single Sign-On (SSO) via Okta for both the administrative portal and end-user applications.
- Outlook integration, including click-to-dial from contacts and calendar-based presence/status synchronization.
- Microsoft Teams integration — vendor shall specify whether the proposed approach is Teams Phone with Direct Routing, Teams Phone Operator Connect, or a comparable native Teams calling integration, and shall describe any Teams Phone Standard/licensing implications for the County.
- Presence synchronization between the UC platform, Teams, and Outlook (e.g., "in a call", "in a meeting").
- Directory synchronization with Okta / Active Directory for automated user provisioning and de-provisioning.

14.2 Preferred / Optional Integrations

- Contact-center or auto-attendant integration with Teams-based subject matter experts for call transfer/escalation.
- County's NAS integration for call recording storage and retrieval, if proposed in lieu of the vendor's native storage.

Vendors shall clearly describe their Teams integration architecture, any additional Microsoft licensing required (and whether the County already holds sufficient licensing), and any limitations on feature parity between the native application and the Teams-integrated experience.

15. E911 / Kari's Law / RAY BAUM'S Act Compliance/ADA Compliance/ Civil Rights Compliance

The proposed system must provide full E911 functionality in compliance with Kari's Law (47 U.S.C. § 623) and the RAY BAUM'S Act (47 C.F.R. § 9.16), and with applicable Texas Commission on State Emergency Communications (CSEC) requirements.

- Direct 911 dialing from any station without requiring a prefix (e.g., dialing "9") to reach an outside line.
- Automatic on-site notification of a 911 call to designated County personnel (e.g., front desk, security, facilities, or IT) via a method that does not delay the call, per Kari's Law.
- Dispatchable location information — building, floor, and, where feasible, room-level granularity — transmitted with every 911 call, per the RAY BAUM'S Act, including for softphone and mobile application users working from a fixed County location.
- Documented process for maintaining accurate Automatic Location Identification (ALI) / Emergency Location Identification Number (ELIN) records as users, extensions, or locations change.
- Support for Public Safety Answering Point (PSAP) callback in the event a 911 call is disconnected.
- Failover 911 calling capability in the event of a WAN or platform outage, consistent with Section 11.1.
- Vendor shall describe how dispatchable location is determined and updated for remote or mobile softphone/app users, if such use is proposed.

The Vendor warrants and represents that all products, services, electronic and information technology (EIT), and digital content provided under this RFP will comply with Section 504 and Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §§ 794 and 794d), Title II of the Americans with Disabilities Act (ADA), and Texas Government Code Chapter 2054, Subchapter M, including Texas Administrative Code Title 1, Chapter 213. Digital platforms and software must conform to the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, or the most current adopted version. The Vendor shall promptly respond to and resolve, at no additional cost to Burnet County, any accessibility complaints related to its products or services. The Vendor must also comply with Title VI of the Civil Rights Act at all times while providing products or services to Burnet County.

16. Disaster Recovery & Business Continuity

The County requires a resilient solution capable of maintaining critical communications, including 911 access, during regional outages, severe weather events, or vendor-side disruptions common to Central Texas (e.g., ice storms, flooding, and extended power outages).

16.1 Requirements

- Geographic redundancy across a minimum of two (2) physically separate, geographically diverse data centers, with automatic failover.
- Defined Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for platform-level outages; vendor shall state both in its proposal.
- Local survivability option (e.g., local gateway/SBC failover) enabling basic dial tone and 911 calling at each site in the event of a WAN outage, independent of cloud platform availability.
- Documented, tested disaster recovery plan, including frequency of failover testing and the vendor's process for notifying the County of DR events.
- Battery backup / UPS guidance for on-premise equipment (switches, gateways, ATAs) to maintain service during short-duration power outages.
- Defined maintenance window policy, including advance notice requirements for any planned downtime.

16.2 Vendor Business Continuity

Vendor shall describe its own business continuity plan, including support-center redundancy, so that County support requests can be received and triaged even during regional events affecting the vendor's primary support location.

17. Installation Requirements

17.1 Site Survey

Prior to finalizing pricing, the vendor shall familiarize themselves of each County facility identified in Section 7 (or a representative sample, subject to County approval) to validate cabling, network readiness, PoE capacity, and device placement. Findings shall be documented in a written site-readiness report delivered to the County.

17.2 Implementation Approach

- Vendor shall propose a phased implementation plan, sequencing sites to minimize disruption to critical operations (e.g., Sheriff's Office, courts, 911-adjacent lines) and to allow lessons learned from early phases to inform later phases.
- Vendor shall provide a detailed project plan / Gantt chart identifying milestones, dependencies, and County resource requirements.
- Vendor shall assign a single, named project manager as the County's primary point of contact throughout implementation.
- Vendor shall coordinate number porting so that no site experiences an interruption of inbound or outbound calling, including 911, during cutover.
- Vendor shall provide a documented rollback plan for each cutover in the event of a critical failure.
- Installation shall include removal and, upon County request, environmentally responsible disposal or return of legacy equipment.

17.3 Change Management

Any changes to scope, schedule, or cost during implementation shall be documented via a written change order, signed by both parties, prior to work proceeding.

18. Testing & Acceptance

- Vendor shall develop, and the County shall approve, a User Acceptance Testing (UAT) plan for each phase/site prior to go-live, covering core calling, 911 dispatchable location, voicemail, call routing, and Microsoft 365/Teams integration.
- Following cutover at each site, a burn-in / observation period of not less than 1 month shall occur, during which the vendor shall provide heightened support responsiveness.
- Any defect identified during UAT or the burn-in period shall be logged on a punch list, with the vendor providing a remediation timeline for each item.
- Formal written acceptance of each site (or the project as a whole) shall occur only after all critical and high-priority punch-list items are resolved and 911/E911 functionality has been independently verified.
- Final project acceptance and final payment (see Section 26) shall be contingent upon delivery of all documentation described in Section 9.1 and successful completion of acceptance testing at all sites.

19. Training Requirements

19.1 End-User Training

- Hands-on training for all staff on physical handset operation, voicemail, and basic desktop/mobile application use, delivered on-site or via live virtual session at the vendor's option, subject to County approval.
- Quick-reference guides (printed and digital) for common tasks.
- Access to an online, self-service knowledgebase and video tutorials available for the life of the agreement.

19.2 Administrator Training

- In-depth training for designated DoTC staff on the Voice Solution Management Software, including user provisioning, call routing changes, reporting, and troubleshooting.
- Train-the-trainer materials enabling DoTC to onboard new employees without vendor involvement for routine moves, adds, and changes.

19.3 Ongoing Training

Vendor shall describe what training resources (webinars, release notes, refresher sessions) are made available on an ongoing basis, and at what cost, if any, beyond the initial implementation.

20. Maintenance & Support

- Remote programming and remote support at no additional cost for the life of the agreement, including moves, adds, and changes.
- Minimum one (1) year warranty on all system components, including VoIP telephone hardware, from the date of acceptance.
- Hardware-as-a-Service coverage providing diagnose-repair-replace service on all phones for defects arising from normal use; vendor shall clearly state what is and is not covered (e.g., user-caused damage excluded unless separately proposed).
- 24/7/365 availability for reporting critical outages (e.g., total site outage or loss of 911 calling), with defined escalation procedures.
- A documented support-ticket process with severity classifications (e.g., Critical, High, Medium, Low) and corresponding response targets (see Section 21).
- A named County-facing account manager for ongoing relationship management, in addition to the technical support desk.
- Regular (at minimum, annual) account/service reviews to assess system performance, utilization, and any recommended optimizations.

21. Service Level Agreements

The following minimum Service Level Agreement (SLA) targets apply for the life of the agreement. Vendor shall state in its proposal any SLA credits or remedies offered for failure to meet these targets. The failure to meet SLA requirements for three (3) consecutive months or five (5) months during any rolling twelve-month period shall constitute a material breach permitting termination for cause.

Metric	Minimum Target
Platform Uptime (excluding scheduled maintenance)	99.99%
Critical Severity – Work Start Response (e.g., total outage, loss of 911)	≤ 1 hour, 24/7/365
High Severity – Work Start Response (e.g., single site/department down)	≤ 2 business hours
Medium Severity – Work Start Response (e.g., single user/feature issue)	≤ 4 business hours
Low Severity – Work Start Response (e.g., MAC request, general question)	≤ 1 business day
Support Line Hold Time (when calling support)	< 30 seconds
New User Provisioning / Turn-up	< 1 week
Scheduled Maintenance Notice	≥ [Insert Number, e.g., 5] business days advance notice

21.1 Reporting

Vendor shall provide the County a quarterly SLA performance report, including uptime achieved, tickets opened/closed by severity, average response and resolution time, and any credits owed.

21.2 Remedies

Vendor shall propose specific service credits (e.g., a percentage of monthly recurring charges) for each month in which SLA targets are not met, to be detailed in the Cost Proposal and incorporated into the resulting contract.

22. Vendor Qualifications

To be considered responsive, a proposer must demonstrate the following minimum qualifications:

- A minimum of five (5) years' experience designing, implementing, and supporting cloud-based or hybrid VoIP/UC systems.
- Demonstrated experience with government-sector clients (county, municipal, or state), including at least three (3) references of comparable scope completed within the last five (5) years.
- Demonstrated experience integrating with Microsoft 365 / Microsoft Teams environments.
- Financial stability sufficient to support the proposed scope for the full contract term; vendor shall provide evidence of financial capacity upon request (e.g., Dun & Bradstreet report, bonding capacity, or audited financial statement summary).
- Adequate local or regional staffing/partner presence to meet the response-time SLAs in Section 21 for Central Texas facilities.
- Relevant manufacturer/platform certifications held by proposed project and support staff.
- No unresolved findings of default or debarment on a public-sector contract within the past five (5) years (or full disclosure and explanation if applicable).

22.1 References

Provide a minimum of three (3) references from government entities of comparable size and scope, including agency name, contact name, title, phone, email, contract dates, and a brief description of services provided.

23. Required Response Format

To facilitate fair and consistent evaluation, proposals must be organized into the following tabbed sections, in the order listed. Proposals that are not responsive to this format may be deemed non-responsive at the County's discretion.

Tab	Section	Content
1	Cover Letter & Bidder Information	Attachment A, signed by an authorized representative
2	Executive Summary	Overview of proposed solution and firm qualifications (2-page max)
3	Statement of Qualifications	Firm experience, references, capacity to perform (Attachment E)
4	Technical Proposal	Response to Sections 9–19, including Technical Compliance Matrix (Attachment D)
5	Implementation Plan	Project schedule, staffing plan, training plan
6	SLA & Support Plan	Response to Sections 20–21 (Attachment C – Vendor Assessment)
7	Cost Proposal	Attachment B, in a separately sealed sub-envelope if directed by addendum
8	HUB / Subcontracting Plan	Section 9 forms, if applicable
9	Required Forms & Certifications	All required forms (pg. 36-65)
10	Exceptions to RFP / Sample Contract	Any requested exceptions, clearly itemized

23.1 Page Format

- 8.5" x 11" format, minimum 11-point font, tabbed or otherwise clearly separated sections.
- Electronic copy shall be a single, searchable PDF mirroring the hard-copy organization, with the Cost Proposal as a separately identifiable file if directed.

24. Cost Proposal Forms

Vendor shall complete Attachment B in full. Pricing shall be all-inclusive of the requirements outlined in this RFP. If the proposed solution is modular, provide per-module pricing. Provide five-year Total Cost of Ownership (TCO) pricing using the format below at minimum, in addition to Attachment B. Annual recurring charges shall remain fixed during the initial contract term.

Cost Category	One-Time Cost	Year 1	Year 2	Year 3	Year 4	Year 5
Implementation / Professional Services	$	—	—	—	—	—
Hardware (phones, gateways, etc.)	$	—	—	—	—	—
Software / Per-Seat Licensing	—	$	$	$	$	$
Network Remediation (if any)	$	—	—	—	—	—
Maintenance & Support	—	$	$	$	$	$
Hardware-as-a-Service	—	$	$	$	$	$
Training	$	—	—	—	—	—
Optional Items (itemize)	$	$	$	$	$	$
TOTAL	$	$	$	$	$	$

- Identify any assumptions underlying the pricing (e.g., number of users, sites, or circuits).
- Identify any price protections/caps on annual increases for the initial term and any renewal terms.
- Describe any cost-saving opportunities or alternative pricing models the County should consider (e.g., capital purchase vs. subscription).

25. Evaluation Criteria

Proposals will be evaluated and scored by a County evaluation committee using the criteria and weighting below. The County may, at its discretion, invite top-ranked vendors to provide an oral presentation and/or system demonstration prior to final scoring.

Criteria	Maximum Points
Experience of the Firm	20
Prior Work Performance / References	20
Capacity to Perform / Technical Solution Compliance	25
Implementation Plan & Approach	10
Support, SLAs & Disaster Recovery	10
Proposed Cost	15
TOTAL	100

25.1 Evaluation Process

- Initial responsiveness review to confirm all required forms and attachments are included.
- Independent scoring by each evaluation committee member against the criteria above.
- Consolidation of scores and, at the County's discretion, reference checks, oral interviews, and/or a best-and-final-offer (BAFO) round.
- The County reserves the right to negotiate contract terms, pricing, implementation schedules, service levels, and scope with one or more highest ranked proposers prior to recommendation for award.
- Recommendation for award presented to the Burnet County Commissioners Court for final approval. The award, if any, shall be made to the responsible proposer whose proposal is determined to be the most advantageous to the County, considering price and the evaluation criteria set forth herein.

26. Insurance Requirements

The awarded vendor shall procure and maintain, for the life of the agreement, insurance coverage with minimum limits as follows, underwritten by insurers authorized to do business in Texas with an A.M. Best rating of A- VII or better. Burnet County shall be named as an additional insured on the General Liability and, where applicable, Auto Liability policies, and a Waiver of Subrogation shall apply in the County's favor.

Coverage	Minimum Limits
Commercial General Liability	$1,000,000 per occurrence / $2,000,000 aggregate
Automobile Liability (owned/hired/non-owned)	$1,000,000 combined single limit
Workers' Compensation	Statutory limits
Employer's Liability	$1,000,000 each accident
Professional Liability / Errors & Omissions	$1,000,000 per claim / $2,000,000 aggregate
Cyber Liability / Technology E&O	$5,000,000 per occurrence / aggregate

Vendor shall submit a Certificate of Insurance evidencing the above coverage as part of its proposal (Attachment F) and shall provide updated certificates upon renewal for the life of the agreement. The County reserves the right to request higher limits based on final contract value.

27. Vendor Questionnaires

Respond fully and in narrative form to each question below. A simple "yes" or "no" will not suffice; explain each answer. These responses correspond to Attachment C (Vendor Assessment) and Attachment D (Technical Questions / Compliance Matrix).

27.1 Vendor Assessment Questions (Attachment C)

- What are your SLAs for uptime and support response times, and what remedies do you offer if they are not met?
- Do you offer 24/7/365 support? If so, through what channels (phone, chat, email, portal), and what are typical response times by severity?
- What is your typical implementation timeline for a project of this scope, and what factors most commonly cause delay?
- How do you handle emergency changes (e.g., after-hours outage affecting 911 calling)?
- Describe your account management structure for the life of the contract.

27.2 Technical Questions (Attachment D)

- How easily can the County add or remove users, and is there a cost or minimum notice period associated with each?
- How do you handle number porting, and what steps are taken to prevent service interruption during a port?
- Do you offer both user training and administrator training? Describe the format, duration, and materials provided.
- How do you handle disaster recovery and business continuity, including RTO/RPO and local survivability during a WAN outage?
- Describe your approach to E911 dispatchable location for fixed, mobile, and remote/softphone users.
- Describe your Microsoft Teams / Microsoft 365 integration architecture and any additional licensing required.
- Describe your CJIS compliance posture and experience supporting law-enforcement or criminal-justice telephony environments.
- Describe your data center locations, redundancy architecture, and data residency practices.
- What is included versus excluded under your standard Hardware-as-a-Service coverage?
- Describe a comparable government implementation of similar size and complexity, including lessons learned.

28. Appendices

The following appendices are included or referenced as part of this RFP:

- Appendix 1 – Attachment A: Bidder Information Contact
- Appendix 2 – Attachment B: Cost Proposal
- Appendix 3 – Attachment C: Vendor Assessment Questionnaire
- Appendix 4 – Attachment D: Technical Questions & Compliance Matrix
- Appendix 5 – Attachment E: Statement of Qualifications (vendor-provided)
- Appendix 7 – Site List & Current Environment Inventory (to be finalized by County IT)
- Appendix 8 – Sample / Standard County Contract Terms (to be attached by County Attorney)
- Appendix 9 – Glossary of Terms

29.1 Glossary of Terms

Term	Definition
ALI	Automatic Location Identification
CJI / CJIS	Criminal Justice Information / Criminal Justice Information Services (FBI)
DID	Direct Inward Dialing
DR/BC	Disaster Recovery / Business Continuity
HUB	Historically Underutilized Business
MFA	Multi-Factor Authentication
PSAP	Public Safety Answering Point
QoS	Quality of Service
RTO / RPO	Recovery Time Objective / Recovery Point Objective
SBC	Session Border Controller
SLA	Service Level Agreement
SRTP	Secure Real-time Transport Protocol
SSO	Single Sign-On
UC	Unified Communications
VoIP	Voice over Internet Protocol

Attachment A – Bidder Information Contact

Bidder Legal Name

Federal ID Number (EIN)

SAM.gov Unique Entity ID (UEI)

Mailing Address

Physical Address

Primary Contact Name / Title

Email Address

Phone Number

Texas HUB Certification Number (if applicable)

By signing below, the undersigned certifies that they are authorized to submit this proposal on behalf of the bidder named above and that all information provided in this proposal is true and accurate to the best of their knowledge.

Authorized Signature

Printed Name / Date

Attachment B – Cost Proposal

Pricing shall be inclusive of the requirements outlined in this RFP. Vendors should respond with typical costs for a project of this size and scope, broken down for implementation, maintenance and support, hardware, and application/software licensing (initial and ongoing). If the proposed solution is modular, provide typical costs for each module offered. Describe any suggestions for opportunities to reduce cost. Provide annual costs after implementation. Attach the completed Section 24 (Cost Proposal Forms) five-year TCO table to this Attachment.

Line Item	Description	Cost
1	Implementation / Professional Services (one-time)	$
2	Hardware – Desktop Phones (per unit x qty)	$
3	Hardware – Wireless/DECT Phones (per unit x qty)	$
4	Hardware – Conference Room Phones (per unit x qty)	$
5	Hardware – Gateways / SBCs / Ancillary Equipment	$
6	Software / Per-Seat Licensing (annual)	$
7	Network Remediation (switches, cabling, etc., if any)	$
8	Maintenance & Support (annual)	$
9	Hardware-as-a-Service (annual)	$
10	Training	$
11	Call Recording – Extended Retention (optional)	$
12	Contact Center / Advanced Queue Module (optional)	$
13	Other (itemize)	$
TOTAL FIRST-YEAR COST		$
TOTAL ANNUAL RECURRING COST (Years 2+)		$

Attachment C – Vendor Assessment

Please address each of the following questions in narrative form. A simple yes or no will not suffice — please explain each answer.

Question 1: What are your SLAs for uptime and support response times?

Question 2: Do you offer 24/7 support? If so, what channels (phone, chat, email)?

Question 3: What is your typical implementation timeline?

Question 4: How do you handle disaster recovery and business continuity?

Question 5: Describe your experience with CJIS-covered or law-enforcement telephony environments, if any.

Attachment D – Technical Questions & Compliance Matrix

Part 1 – Technical Questions (Narrative)

The following issues should be fully addressed in the proposal in concise narrative form, referenced and presented in the order below.

- A. How easily can the County add or remove users?
- B. How do you handle number porting?
- C. Do you offer user training and administrator training?
- D. How do you handle disaster recovery and business continuity?
- E. Describe your Microsoft 365 / Teams integration approach.
- F. Describe your E911 / Kari's Law / RAY BAUM'S Act compliance approach.
- G. Describe your CJIS compliance approach, if applicable to any County lines.

Part 2 – Technical Compliance Matrix

For each requirement below, indicate Comply (C), Comply with Exception (E), or Does Not Comply (N). For any "E" or "N" response, provide a narrative explanation in an attached exceptions log referencing the item number.

#	Requirement (see RFP Section)	C / E / N
10.1	Platform Requirements	
10.2	Telephone Set / Device Requirements	
10.3	Feature Requirements	
11	Network Requirements	
12	Security Requirements	
13	CJIS Requirements (if applicable)	
14	Microsoft 365 & Teams Integration	
15	E911 / Kari's Law / RAY BAUM'S Act Compliance	
16	Disaster Recovery & Business Continuity	
17	Installation Requirements	
18	Testing & Acceptance	
19	Training Requirements	
20–21	Maintenance, Support & SLAs	

Attachment E – Statement of Qualifications

Insert the vendor's Statement of Qualifications, addressing firm experience, prior work performance, references, and capacity to perform, consistent with Section 22.

[INSERT DOCUMENT HERE]

Documents are to be submitted as outlined in this RFP. The remaining documents are for the information of the RESPONDENT and will form the Contract Documents between the successful RESPONDENT and the OWNER.

_____

LEGAL NAME OF CONTRACTING COMPANY

_____ _____

CONTACT NAME TITLE

_____ _____

MAILING ADDRESS E-MAIL ADDRESS

_____ _____ _____

CITY STATE ZIP CODE

_____ _____

PHONE NUMBER FAX NUMBER

_____ _____

SIGNATURE PRINT SIGNATURE

The undersigned acknowledges receipt of the following addenda:

Addendum No. 1 dated _____ Received _____
Addendum No. 2 dated _____ Received _____
Addendum No. 3 dated _____ Received _____

THIS FORM MUST BE SIGNED AND RETURNED WITH YOUR RFP

CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor or other person doing business with local governmental entity

This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session.

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

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the 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 knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.

OFFICE USE ONLY
Date Received

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

2 ☐ **Check this box if you are filing an update to a previously filed questionnaire.**

(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

3 **Name of local government officer with whom filer has employment or business relationship.**

_____
Name of Officer

This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

D. Describe each employment or business relationship with the local government officer named in this section.

4

_____ _____
Signature of person doing business with the governmental entity Date

Adopted 06/29/2007

CIQ Page 1 of 2

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

A complete copy of Chapter 176 of the Local Government Code may be found at http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

(A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;

(B) a transaction conducted at a price and subject to terms available to the public; or

(C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

***

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds $2,500 during the 12-month period preceding the date that the officer becomes aware that

(i) a contract between the local governmental entity and vendor has been executed; or

(ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than $100 in the 12-month period preceding the date the officer becomes aware that:

(i) a contract between the local governmental entity and vendor has been executed; or

(ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

(1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);

(2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or

(3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

(A) begins discussions or negotiations to enter into a contract with the local governmental entity; or

(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);

(B) that the vendor has given one or more gifts described by Subsection (a); or

(C) of a family relationship with a local government officer.

Form provided by Texas Ethics Commission www.ethics.state.tx.us Revised 1/1/2021

THIS FORM MUST BE SIGNED AND THE ORIGINAL RETURNED WITH RFP RESPONSE

CIQ Page 2 of 2

BURNET COUNTY
RESPONDENT AFFIRMATION

This sheet must be completed, signed, and returned by RESPONDENT

NOTE: FAILURE TO SIGN AND RETURN THIS FORM WITH THE RFP DOCUMENT MAY RESULT IN THE RFP BEING REJECTED OR THE TERMINATION OF ANY RESULTING CONTRACT OR PURCHASE ORDER.

1. The undersigned agrees this RFP becomes the property of Burnet County after the official opening.

The undersigned affirms he has familiarized himself with the local conditions under which the work is to be performed; satisfied himself of the conditions of delivery, handling and storage of equipment and all other matters which may be incidental to the work, before submitting a RFP.

The undersigned agrees, if this RFP is accepted, to furnish any and all items/services upon which prices are offered, at the price(s) and upon the terms and conditions contained in the Specifications. The period for acceptance of this RFP Proposal will be sixty (60) calendar days unless a different period is noted by the RESPONDENT.

2. RESPONDENT affirms that they are duly authorized to execute this Contract, that this company, corporation, firm, partnership or individual has not prepared this RFP in collusion with any other RESPONDENT, and that the contents of this RFP as to prices, terms or conditions of said RFP have not been communicated by the undersigned nor by any employee or director to any other person engaged in this type of business prior to the official opening of this RFP.

3. RESPONDENT hereby assigns to purchaser any and all claims for overcharges associated with this Contract which arise under the antitrust laws of the United States, 15 USCA Section 1 et seq., and which arise under the antitrust laws of the State of Texas, Tex. Bus. & Com. Code, Section 15.01, et seq.

4. Pursuant to §262.076 (a) of the Texas Local Government Code, RESPONDENT, hereby affirms that RESPONDENT:

(Please check all that are applicable)

_____ Does not own taxable property in Burnet County.

_____ Does not owe any ad valorem taxes to Burnet County or is not otherwise indebted to Burnet County.

BURNET COUNTY
RESPONDENT AFFIRMATION

The undersigned affirms that they have read and do understand the specifications, addendum, RFP forms and any attachments contained in this RFP package. ***Failure to sign and return this form will result in the rejection of the entire RFP.***

_____
RESPONDENT COMPANY NAME

_____
ADDRESS

_____ _____
CITY STATE ZIP CODE

_____ _____
PHONE EMAIL

_____ _____
RESPONDENT SIGNATURE DATE

_____ _____
RESPONDENT PRINTED NAME TITLE

_____ _____
SIGNATURE OF COMPANY OFFICIAL AUTHORIZING THE RFP **(If Applicable)** DATE

_____ _____
COMPANY OFFICIAL PRINTED NAME TITLE

Corporate Vendors Shall Furnish the Following Information:

_____ _____
WHERE INCORPORATED CHARTER NUMBER

BUSINESS INCLUDED IN A CORPORATE INCOME TAX RETURN? _____YES _____NO

CORPORATION ORGANIZED & EXISTING UNDER THE LAWS OF THE STATE OF_____

PARTNERSHIP CONSISTING OF _____

INDIVIDUAL TRADING AS _____

PRINCIPLE OFFICES ARE IN THE CITY OF _____

THIS FORM MUST BE SIGNED AND THE ORIGINAL RETURNED WITH RFP RESPONSE

NON-COLLUSION/ANTI-TRUST AFFIDAVIT

The Company has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted response. Failure to sign this document or signing it with a false statement shall void the submitted offer or any resulting contracts.

Neither the Company or the firm, corporation, partnership, or institution represented by the Company or anyone acting for such firm, corporation, or institution has violated the antitrust laws of this State, codified in Section 15.01, et seq., Texas Business and Commerce Code, or the Federal antitrust laws, nor communicated directly or indirectly the offer made to any competitor or any other person engaged in such line of business. The Company's signature herein assigns to the County any and all claims for overcharges associated with his contract for this project, which arise under the Antitrust Laws of the United States, 15 USCA, Section 1, Et. Seq. (1973). By signing this proposal, Company certifies that if a Texas address is shown as its address, Company qualifies as a Texas Resident RESPONDENT as defined in Rule 1 TAC 111.2.

RESPECTFULLY SUBMITTED:

_____
AUTHORIZED SIGNATURE

_____
PRINTED NAME

_____
TITLE

_____
COMPANY NAME

_____
COMPANY'S CORPORATE CHARTER NO.

THIS FORM MUST BE SIGNED AND THE ORIGINAL RETURNED WITH RFP RESPONSE

TAX RECORD AND FAMILY CODE REQUIREMENTS

The Company's signature herein certifies that the firm is not currently delinquent in the payment of any debt owed to the State of Texas; including but not limited to franchise taxes and child support, property tax, and that any payments due the firm under this contract will be applied to that debt.

Texas Family Code Compliance Requirement:
Under Section 231.006, Family Code, the vendor or applicant certifies that the individual or business entity named in this contract, RFP, or application is not ineligible to receive the specified grant, loan, or payment and acknowledges that this contract may be terminated, and payment may be withheld if this certification is inaccurate. The response includes the names of each person with a minimum of twenty-five percent (25%) ownership of the business entity submitting the response.
Firm Owner(s), Partners, Sole Proprietors, or Share Holder(s) of twenty-five percent (25%) interest:

_____
NAME

_____
NAME

_____
NAME

_____
NAME

RESPECTFULLY SUBMITTED:

_____
AUTHORIZED SIGNATURE

_____
PRINTED NAME

_____
TITLE

_____
COMPANY NAME

_____
COMPANY'S CORPORATE CHARTER NO.

THIS FORM MUST BE SIGNED AND THE ORIGINAL RETURNED WITH RFP RESPONSE

VENDOR REFERENCE INFORMATION SHEET

Please list three (3) references, other than Burnet County, who can verify your performance as a vendor. Performance includes but shall not be limited to, sales and/or service, delivery, invoicing, and other items as may be required for Burnet County to determine your firm's ability to provide the intended goods or services of this RFP. The County prefers references to be from customers for whom your firm has provided the same items (sales and/or services) as those specified in this RFP. Inaccurate, obsolete or negative responses from the listed references could result in rejection of your RFP. County reserves the right to reject RFPs from RESPONDENTs without experience similar to that provided in this RFP document.

1. _____
GOVERNMENT ENTITY/COMPANY NAME

_____ _____
ADDRESS PHONE

_____ _____
CONTACT PERSON TITLE

_____ _____
EMAIL ADDRESS (PRIMARY) EMAIL ADDRESS (SECONDARY)

_____
SCOPE OF WORK

_____
CONTRACT PERIOD

2. _____
GOVERNMENT ENTITY/COMPANY NAME

_____ _____
ADDRESS PHONE

_____ _____
CONTACT PERSON TITLE

_____ _____
EMAIL ADDRESS (PRIMARY) EMAIL ADDRESS (SECONDARY)

_____
SCOPE OF WORK

_____
CONTRACT PERIOD

3. _____
GOVERNMENT ENTITY/COMPANY NAME

_____ _____
ADDRESS PHONE

_____ _____
CONTACT PERSON TITLE

_____ _____
EMAIL ADDRESS (PRIMARY) EMAIL ADDRESS (SECONDARY)

_____
SCOPE OF WORK

_____
CONTRACT PERIOD

This Form must be SIGNED and the Original Returned with RFP response

CERTFICATE OF ELIGIBILITY

By submitting a RFP or proposal I response to this solicitation, the RESPONDENT/proposer certifies that at the time of submission, he/she is not on the Federal Government's list of suspended, ineligible, or debarred contractors.

In the event of placement on the list between the time of RFP/proposal submission and time of award, the RESPONDENT/ proposer will notify the Burnet County Purchasing Agent. Failure to do may result in terminating this contract for default.

_____ _____

AUTHORIZED SIGNATURE DATE

_____

PRINT NAME

THIS FORM MUST BE SIGNED AND THE ORIGINAL RETURNED WITH RFP RESPONSE

VENDOR COMPLIANCE WITH RECIPROCITY ON NON-RESIDENT RESPONDENTS

Government Code 2252.002 provides that, in order to be awarded a contract as low RESPONDENT, a non-resident RESPONDENT must submit projects for construction, improvements, supplies or services in Texas at an amount lower than the lowest Texas resident RESPONDENT by the same amount that a Texas resident RESPONDENT would be required to under RFP a non-resident RESPONDENT in order to obtain a comparable contract in the state in which the non-resident's principal place of business is located. A non-resident RESPONDENT is a contractor whose corporate offices or principal place of business is outside of the state of Texas. This requirement does not apply to a contract involving Federal funds. The appropriate blanks in Section A must be filled out by all out-of-state or non-resident RESPONDENTs in order for your RFP to meet specifications. The failure of out-of-state or non-resident contractors to do so will automatically disqualify that RESPONDENT. Resident RESPONDENTs must check the blank in Section B.

A. Non-resident vendors in _____(give state), our principal place of business, are required to be _____ percent lower than resident RESPONDENTs by state law. A copy of the statute is attached.

   Non-resident vendors in _____(give state), our principal place of business, are not required to under RFP resident RESPONDENTs.

B. Our principal place of business or corporate offices are in the State of Texas: _____.

RESPONDENT:

_____

COMPANY NAME

_____ _____ _____

CITY STATE ZIP CODE

_____

PRINTED NAME

_____

AUTHORIZED SIGNATURE

_____

TITLE

THIS FORM MUST BE SIGNED AND THE ORIGINAL RETURNED WITH RFP RESPONSE

BURNET COUNTY
HISTORICALLY UNDERUTILIZED BUSINESSES (HUB) POLICY

I. POLICY STATEMENT

The Burnet County Commissioners Court, being the policy development and budgetary control unit of county government, will strive to ensure that all businesses, regardless of size, economic, social or ethnic status have an equal opportunity to participate in the County's procurement processes. The County is committed to promote full and equal business opportunity for all businesses to supply the goods and services needed to support the mission and operations of county government, and seeks to encourage the use of certified historically underutilized businesses (HUBs) through the use of race, ethnic and gender neutral means. It is the policy of Burnet County to involve certified HUBs to the greatest extent feasible in the County's procurement of goods, equipment, services and construction projects while maintaining competition and quality of work standards. The County affirms the good faith efforts of firms who recognize and practice similar business standards.

II. DEFINITIONS

Historically Underutilized Businesses (HUBs), also known as a disadvantaged business enterprise (DBE), are generally business enterprises at least 51% of which is owned, and the management and daily business operations are controlled by one or more persons who is/are socially and economically disadvantaged because of his or her identification as a member of certain groups, including women, Black Americans, Mexican Americans and other Americans of Hispanic origin, Asian Americans and American Indians.

Certified HUBs includes business enterprises that meet the definition of a HUB and who meet the certification requirements of certification agencies recognized by Burnet County.

Businesses include firms, corporations, sole proprietorships, vendors, supplier's contractors, subcontractors, professionals and other similar references when referring to a business that provides goods and/or services regardless of the commodity category.

Statutory RFP limit refers to the Texas Local Government Code provisions that require competitive proposals for many items/services valued at greater than $100,000.

III. POLICY GUIDELINES

A. Burnet County, its contractors, their subcontractors and suppliers, as well as all vendors of goods, equipment and services shall not discriminate on the basis of race, color, creed, gender, age, religion, national origin, citizenship, mental or physical disability, veteran's status or political affiliation in the award and/or performance of contracts. All entities doing business or anticipating doing business with County shall support, encourage and implement affirmative steps toward a common goal of establishing equal opportunity for all citizens and businesses of the County.

B. Burnet County will use and recognize the State of Texas Historically Underutilized Business certification process in conjunction with the implementation of this policy. The County may recognize other agencies' certification processes recognized by the State of Texas. Burnet County reserves the right to review the certification status of any vendor applying to do business with the County. The review will be accomplished to determine the validity and authenticity of the vendor's certification as a HUB.

C. The Commissioners Court may establish HUB target goals. Through a systematic approach of soliciting quotes, RFPs and proposals from certified HUBs and in compliance with applicable state and federal law this policy will strive to meet those goals.

1. Target goals should consider:

    a. The availability of HUB firms within the specific category of goods or services to be procured; and
    b. The diversity of the County's population.

2. The goals should be reviewed and amended periodically.

3. The program may apply to all County procurements including construction and professional services.

4. Particular attention will be given to HUB participation on purchases in excess of the statutory RFP limit.

5. Commissioners Court will use good faith efforts to meet the goals of this policy.

D. Burnet County will actively seek and encourage HUBs to participate in all facets of the procurement process by:

1. Utilizing the State of Texas Historically Underutilized Business vendor database.

2. Advertising RFPs on the County's website and in the local newspaper.

3. Providing RFP notice to minority Chambers of Commerce within Burnet County, if applicable.

E. As prescribed by law, the purchase of one or more items costing in excess of the statutory RFP limit must comply with the competitive RFP process. Where possible, those RFPs will be structured to include and encourage the participation of HUB firms in the procurement process.

F. A HUB Policy statement shall be included in all specifications. The County will consider the RESPONDENT's responsiveness to the HUB Policy in the evaluation of RFPs and proposals. Failure to demonstrate a good faith effort to comply with the County's HUB policy may result in a RFP or proposal being considered non-responsive to specifications.

G. The Purchasing Department will actively search the State Comptroller's HUB vendor list in the quotation process for purchases under the statutory RFP limit.

H. Nothing in this policy shall be construed to require the County to award a contract other than to the lowest responsive RESPONDENT as required by law. This policy is narrowly tailored in accordance with applicable law.

IV. ADMINISTRATIVE GUIDELINES

A. The Purchasing Office shall serve as the County's HUB Office with responsibility for the implementation, monitoring and general operations of the HUB policy. The Purchasing Director shall serve as the County HUB Officer.

1. The HUB Officer will establish procedures to implement this policy across the full spectrum of the procurement process. The County HUB Office will periodically review with department head and elected officials regarding procurement opportunities.

2. Managing the policy and training buyers and other County personnel in order to meet County goals will be the responsibility of the HUB Office.

3. The HUB Office will cooperate with other local government entities to increase HUB participation throughout the county and region. The HUB Office is encouraged to participate in educational and other outreach programs to assist HUB firms.

4. Any complaints and/or recommendations regarding the implementation of this policy will be received and reviewed by the HUB Officer. Further, the HUB Office will audit for compliance to the HUB Policy on eligible projects after award, during the performance of the contract and after completion, while also making any recommendations to Commissioner's Court regarding any irregularities or misrepresentations of facts as they relate to compliance with the policy. The HUB Office will review documentation submitted by HUB firms in compliance with this policy.

BURNET COUNTY
FOR DISADVANTAGED BUSINESS ENTERPRISES ONLY

Disadvantaged Business Enterprises (DBE) are encouraged to participate in Burnet County's RFP process. The Purchasing Office will provide additional clarification of specifications, assistance with RFP Proposal Forms, and further explanation of responding/submittal procedures to those DBEs who request it.
Representatives from DBE companies should identify themselves as such and submit a copy of the Certification.
The County recognizes the certifications of the Texas Comptroller of Public Accounts Historically Underutilized Business Program. All companies seeking information concerning DBE certification are urged to contact The Texas Comptroller of Public Accounts at 800-531-5441, extension 3-6958 or 512-463-6958.
If your company is already certified, attach a copy of your certification to this form and return with RFP.

_____
COMPANY NAME

_____ _____
REPRESENTATIVE TITLE

_____
ADDRESS

_____ _____
CITY STATE ZIP CODE

_____ _____
PHONE FAX

_____ _____
EMAIL ADDRESS (PRIMARY) EMAIL ADDRESS (SECONDARY)

Indicate all that apply:

_____ Minority-Owned Business Enterprise

_____ Women-Owned Business Enterprise

_____ Disadvantaged Business Enterprise

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

Complete Nos. 1 - 4 and 6 if there are interested parties. Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.	OFFICE USE ONLY
1 Name of business entity filing form, and the city, state and country of the businessentity's place of business.	
2 Name of governmental entity or state agency that is a party to the contract forwhich the form is being filed.	

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract,and provide a description of the services, goods, or other property to be provided under the contract.

4 Name of Interested Party	City, State, Country (place of business)	Nature of Interest (check applicable)	
		Controlling	Intermediary

Must file this form online at
www.ethics.state.tx.us/File
Please include a printed copy of this notarized form with bid response.

5 Check only if there is NO In

6 AFFIDAVIT

I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.

_____
Signature of authorized agent of contracting business entity

AFFIX NOTARY STAMP / SEAL ABOVE

Sworn to and subscribed before me, by the said_____, this the_____day of_____, 20_____, to certify which, witness my hand and seal of office.

_____ _____ _____
Signature of officer administering oath | Printed name of officer administering oath | Title of officer administering oath

BURNET COUNTY
HOUSE BILL 89 VERIFICATION

NOTE: FAILURE TO SIGN AND RETURN THIS FORM WITH RFP RESPONSE MAY RESULT IN YOUR RFP BEING REJECTED

This verification must be completed, signed, and returned by RESPONDENT unless the business is a sole proprietorship or has less than 10 full time employees. Please sign and date below if you are exempt from this requirement.

1. I certify my business is a sole proprietorship or has less than 10 full-time employees.

_____ _____

DATE SIGNATURE OF COMPANY REPRESENTATIVE

If #1 is not applicable to your company, please move to #2 below.

2. I, _____(Name), the undersigned representative of (Company Name and Address)_____ _____ (hereafter referred to as Company) being an adult over the age of eighteen (18) years of age, after being duly sworn by the undersigned notary, do hereby depose and verify under oath that the company named-above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2270:

1. **Does not boycott Israel currently; and**
2. **Will not boycott Israel during the term of the contract the above-named**

Company, business or individual with Burnet County, Texas.

Pursuant to Section 2270.001, Texas Government Code:

1. *"Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and*
2. *"Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.*

_____ _____

DATE SIGNATURE OF COMPANY REPRESENTATIVE

On this, the _____ day of _____, 20____, personally appeared _____, the above-named person, who after by me being duly sworn, did swear and confirm that the above is true and correct.

NOTARY SEAL

_____

NOTARY SIGNATURE

THIS FORM MUST BE SIGNED AND THE ORIGINAL RETURNED WITH RFP RESPONSE

FELONY CONVICTION NOTIFICATION

Any person and/or business entity that enters into a contract with the Burnet County must give advance notice if any employee or an owner or operator of the business entity has been convicted of a felony. The notice must include a general description of the conduct resulting in the conviction of a felony. The notice must also describe the role that the employee, owner, or operator will perform in executing the contract.

Burnet County may require substitution of employees in the performance of the contract. Burnet County may terminate a contract with a person or business entity if the County determines that the person or business entity failed to give notice as required by this clause, misrepresented the conduct resulting in the conviction, or failed to substitute personnel at the County's request.

I, the undersigned agent for the firm named below, certify that the information concerning notification of felony convictions has been reviewed by me and the following information furnished is true to the best of my knowledge.

_____ _____

Signature of Authorized Company Official Date

_____

Authorized Company Official's Name and Title (Printed)

_____

Firm Name

A. My firm is not owned or operated by anyone who has been convicted of a felony nor does it have any employees who have been convicted of a felony:

_____ _____

Signature of Authorized Company Official Date

B. My firm has employee(s) or is owned or operated by the following individual(s) who has/have been convicted of a felony:

_____ _____

Person 1 Person 2

_____ _____

Signature of Authorized Company Official Date

C. Provide a general description of the conduct resulting in the conviction of a felony.

_____

_____

_____ _____

Signature of Authorized Company Official Date

D. Describe the role that the person(s) convicted of a felony will play in the performance of the contract.

_____

_____

_____ _____

Signature of Authorized Company Official Date

THIS FORM MUST BE SIGNED AND THE ORIGINAL RETURNED WITH RFP RESPONSE

GC 2252.152 CERTIFICATION FORM

CONTRACTS WITH COMPANIES ENGAGED IN BUSINESS WITH IRAN, SUDAN, OR FOREIGN TERRORIST ORGANIZATIONS PROHIBITED - CERTIFICATION

I, _____, the undersigned representative of

_____

(Company or business name) being an adult over the age of eighteen (18) years of age, pursuant to Texas Government Code, Chapter 2252, Section 2252.152 and Section 2252.153, certify that the company named above is not listed on the website of the Comptroller of the State of Texas concerning the listing of companies that are identified under Section 806.051, Section 807.051 or Section 2253.153. I further certify that should the above-named company enter into a contract that is on said listing of companies on the website of the Comptroller of the State of Texas which do business with Iran, Sudan or any Foreign Terrorist Organization, I will immediately notify the Burnet County Purchasing Office.

_____

SIGNATURE OF COMPANY REPRESENTATIVE

_____

NAME OF COMPANY REPRESENTATIVE (PRINT)

_____

TITLE

_____

DATE

THIS FORM MUST BE SIGNED AND THE ORIGINAL RETURNED WITH RFP RESPONSE

GC 2274 CERTIFICATION FORM

FIREARM ENTITIES AND TRADE ASSOCIATIONS DISCRIMINATION CERTIFICATION

I, _____ the undersigned representative of

_____

(Company or business name) being an adult over the age of eighteen (18) years of age, pursuant to Texas Government Code, Chapter 2274 verify that this company or business (1) does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association and (2) will not discriminate during the term of the contract against a firearm entity or firearm trade association. If Respondent does not make that verification, Respondent must indicate in its Response and state why the verification is not required.

APPLICABILITY: This clause applies only to a contract that:

(1) is between a governmental entity and a company with at least 10 full-time employees; and
(2) has a value of at least $100,000 that is paid wholly or partly from public funds of the governmental entity.

_____
COMPANY NAME

_____
SIGNATURE OF COMPANY REPRESENTATIVE

_____
NAME OF COMPANY REPRESENTATIVE (PRINT)

_____
TITLE

_____
DATE

THIS FORM MUST BE SIGNED AND THE ORIGINAL RETURNED WITH RFP RESPONSE

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

Offeror certifies to the best of its knowledge and belief that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal, State, or local department or agency.

2. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction: violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

3. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph 2 of this certification; and

4. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

I understand that a false statement on this certification may be grounds for rejection of this proposal or termination of the award.

_____
COMPANY NAME

_____
SIGNATURE OF COMPANY REPRESENTATIVE

_____
NAME OF COMPANY REPRESENTATIVE (PRINT)

_____
TITLE

_____
DATE

_____ **I am unable to certify the above statements. My explanation is attached.**

THIS FORM MUST BE SIGNED AND THE ORIGINAL RETURNED WITH RFP RESPONSE

RESERVATION OF RIGHTS

The County is issuing this RFP in accordance with applicable laws that allow an agreement with a private entity that displays demonstrated competence and PROPOSALS to perform the requested task.

The County reserves the right to terminate this process and to cancel or modify this solicitation process at any time. In no event will the County or any of its respective agents, representatives, consultants, directors, officers, or employees be liable for, or otherwise obligated to reimburse, the costs incurred in preparation of this RFP, or any other related costs. The prospective firms shall be fully responsible for all costs incurred in the preparation and/or presentation of the RFP submittals. The RFP submittals will become the property of the County.

All submissions shall be subject to the Texas Public Information Act unless the respondent clearly and prominently identifies a particular submittal item as proprietary and said item unequivocally qualifies for this exception under the Act as determined by the Attorney General.

In connection with the RFP, the County reserves all rights (which rights may be exercised by the County in its sole discretion) available to it under applicable laws, including without limitation, and with or without cause and with or without notice, the right to:

1. Cancel this RFP, in whole or in part, at any time before the execution of contract by the County, without incurring any cost, obligations or liabilities.

2. Issue addenda, supplements, and modifications to this RFP.

3. Revise and modify, at any time before the RFP submittal due date, the factors and/or weights of factors the County will consider in evaluating RFP submittals and to otherwise revise or expand its evaluation methodology as set forth herein.

4. Extend the RFP submittal due date.

5. Investigate the PROPOSALS of any firm under consideration and require confirmation of information furnished by a firm.

6. Require additional information from a firm concerning contents of its RFP submittal and/or require additional evidence of PROPOSALS.

7. Waive or permit corrections to data submitted with any response to this RFP until such time as the County declares, in writing, that a particular stage or phase of its review of the responses has been completed or closed.

8. Reject at any time, any or all submittals, responses and RFP submittals received.

9. Terminate, at any time, evaluations of responses received.

10. Appoint an evaluation committee to review RFP submittals or responses, make recommendations and seek the assistance of outside experts and consultants in RFP submittal evaluation.

11. Hold interviews and conduct discussions and correspondence with one or more of the firms responding to this RFP to seek an improved understanding and evaluation of the responses to this RFP.

12. Seek or obtain data from any source that has the potential to improve the understanding and evaluation of the responses to this RFP.

13. Disclose information contained in a RFP submittal to the public as required under the Texas Public Information Act.

14. Authorize firms to substitute key personnel until the County declares, in writing, that a particular stage or phase of its review has been completed and closed.

15. Waive deficiencies in a RFP submittal, accept and review a non-conforming RFP submittal or seek clarifications or supplements to a RFP submittal.

16. Disqualify any firm that changes its RFP submittal without the County's authorization.

17. Exercise any other right reserved or afforded to the County under this RFP. The County reserves the right to modify the process, in its sole discretion, to address applicable law and/or the best interest of the County.

The County shall not, under any circumstances, be bound by or be liable for any obligations with respect to any services until such time (if at all) a contract has been awarded and all approvals obtained in form and substance satisfactory to the County have been executed and authorized by the County, and then only to the extent of such agreements.

_____
COMPANY NAME

_____
SIGNATURE OF COMPANY REPRESENTATIVE

_____
NAME OF COMPANY REPRESENTATIVE (PRINT)

_____
TITLE

_____
DATE

_____
MAILING ADDRESS

_____ _____ _____
CITY STATE ZIP CODE

THIS FORM MUST BE SIGNED AND THE ORIGINAL RETURNED WITH RFP RESPONSE

SIGNATURE FORM

The undersigned, on behalf of and as the authorized representative of RESPONDENT, agrees this RFP becomes the property of Burnet County after the official opening.

The undersigned affirms that the RESPONDENT has familiarized himself with the local conditions under which the work is to be performed; satisfied himself of the conditions of delivery, handling and storage of equipment and all other matters that may be incidental to the work, before submitting a RFP.

The undersigned agrees, on behalf of RESPONDENT, that if the RFP is accepted, RESPONDENT will furnish all materials and services upon which price(s) are offered, at the price(s) and upon the terms and conditions contained in the specifications. The period for acceptance of this RFP will be sixty (60) calendar days.

The undersigned affirms that they are duly authorized to execute this contract, that this RFP has not been prepared in collusion with any other RESPONDENT, nor any employee of Burnet County, and that the contents of this RFP have not been communicated to any other RESPONDENT or to any employee of Burnet County prior to the official opening of this RFP.

Vendor hereby assigns to Burnet County all claims for overcharges associated with this contract which arise under the antitrust laws of the United States, 15 USCA Section 1 et seq., and which arise under the antitrust laws of the State of Texas, Tex. Bus. & Com. Code, Section 15.01, et seq.

The undersigned affirms that they have read and do understand the specifications and any attachments contained in this solicitation. ***Failure to sign and return this form will result in the rejection of the entire RFP.***

_____

COMPANY NAME

_____

SIGNATURE OF COMPANY REPRESENTATIVE

_____

NAME OF COMPANY REPRESENTATIVE (PRINT)

_____

TITLE

_____

DATE

THIS FORM MUST BE SIGNED AND THE ORIGINAL RETURNED WITH RFP RESPONSE

BURNET COUNTY
STATEMENT OF NO RFP

If the RESPONDENT is not responding on the goods and/or services as stated in this RFP, please complete, and return this form to: Burnet County, Purchasing Office, 133 E. Jackson, Burnet, TX 78611.

_____

COMPANY NAME

_____ _____ _____

CITY STATE ZIP CODE

_____ _____

SIGNATURE TITLE

_____

DATE

_____

EMAIL

The above has declined to submit a RFP response for the following reason(s) [please check all that apply]:

_____ Specifications too "restrictive," i.e., goods offered by our company do not meet stated specifications.

_____ Specifications unclear (please explain below).

_____ We do not offer this commodity and/or service or an equivalent.

_____ Insufficient time to respond to the ITB.

_____ Our schedule would not permit us to perform.

_____ Cannot meet insurance requirements.

Remarks: _____

_____

_____

_____

STATE OF TEXAS Bond No._____

COUNTY OF BURNET Project No. 26-XXXX-XX

Project Name: Countywide Unified Phone System and Desktop Application

Know All Men By These Presents: That _____
of the City of _____, County of _____, and
State of Texas, as Principal, and _____,
a solvent company authorized under laws of the State of Texas to act as surety on bonds for principals, are held and firmly bound unto County of Burnet (OWNER), in the penal sum of _____ U.S. Dollars ($ _____ U.S.) for payment whereof, well and truly to be made, said Principal and Surety bind themselves and their heirs, administrators, executors, successors and assigns, jointly and severally, by these presents:

Conditions of this Bond are such that, whereas, Principal has entered into a certain written contract with OWNER, dated the _____ day of _____, _____, which Agreement is hereby referred to and made a part hereof as fully and to the same extent as if copied at length herein.

Now, therefore, the condition of this obligation is such, that if said Principal shall faithfully perform said Agreement and shall in all respects duly and faithfully observe and perform all and singular covenants, conditions and agreements in and by said contract agreed and covenanted by Principal to be observed and performed, and according to true intent and meaning of said Agreement hereto annexed, then this obligation shall be void; otherwise to remain in full force and effect. If OWNER notifies Principal and Surety the OWNER is considering declaring Principal in default, Surety agrees to meet with OWNER and Principal no later than fifteen days after receipt of such notice to discuss methods of performing the Work of the Contract.

Provided, however, that this bond is executed pursuant to provisions of Chapter 2253, Texas Government Code as amended and all liabilities on this bond shall be determined in accordance with provisions of said Article to same extent as if it were copied at length herein.

Surety, for value received, stipulates and agrees that no change in Contract Time or Contract Amount shall in anywise affect its obligation on this bond, and it does hereby waive notice of any such change in Contract Time or Contract Amount.

In witness whereof, said Principal and Surety have signed and sealed this instrument this _____

day of _____ , _____.

_____	_____
Principal	Surety
By_____	By _____
Title_____	Title _____
Address_____	Address _____
_____	_____
_____	_____
	Telephone _____ Fax_____
	E-Mail Address _____

Name and address of Resident Agent of Surety:

Note: Bond shall be issued by a solvent Surety company authorized to do business in Texas, and shall meet any other requirements established by law or by OWNER pursuant to applicable law. A copy of surety agent's "Power of Attorney" must be attached hereto.

STATE OF TEXAS
COUNTY OF BURNET

Bond No. _____
Project No. 26-xxxx-xx

Project Name**:** Countywide Unified Phone System and Desktop Application

Know All Men By These Presents: That _____
of the City of _____, County of _____ and
State of _____Texas_____, as principal, and _____
a solvent corporation authorized under laws of the State of Texas to act as surety on bonds for principals, are held and firmly bound unto _____County of Burnet_____(Owner), and all Subcontractors, workers,
laborers, mechanics and suppliers as their interests may appear, all of whom shall have right to sue upon this bond in
the penal sum of _____
_____ U.S. Dollars ($_____U.S.),
for payment whereof, well and truly to be made, said Principal and Surety bind themselves and their heirs, administrators, executors, successors and assigns, jointly and severally, by these presents:

Conditions of this Bond are such that, whereas, Principal has entered into a certain written contract with Owner; dated
the _____ day of _____, _____ to which Agreement is hereby referred to and made a part hereof as fully and to the same extent as if copied in length herein.

Now, therefore, condition of this obligation is such, that if the said Principal shall well and truly pay all Subcontractors, workers, laborers, mechanics, and suppliers, all monies to them owing by said Principals for subcontracts, work, labor, equipment, supplies and materials done and furnished for the construction of improvement of said Agreement, then this obligation shall be and become null and void; otherwise to remain in full force and effect.

Provided, however, that this bond is executed pursuant to provisions of Chapter 2253, Texas Government Code as amended and all liabilities on bond shall be determined in accordance with provisions of said Article to same extent as if it were copied at length herein.

Surety, for value received, stipulates and agrees that no change in Contract Time or Contract Amount shall in anywise affect its obligation on this bond, and it does hereby waive notice of any such change in Contract Time or Contract Amount.

In witness whereof, said Principal and Surety have signed and sealed this instrument this _____
day of _____, _____.

_____	_____
Principal	Surety
By_____	By _____
Title_____	Title _____
Address_____	Address _____
_____	_____
_____	_____
	Telephone _____ Fax_____
	E-Mail Address _____

Name and address of Resident Agent of Surety:

Note: Bond shall be issued by a solvent Surety company authorized to do business in Texas and shall meet any other requirements established by law or by OWNER pursuant to applicable law. A copy of surety agent's "Power of Attorney" must be attached hereto.

CERTIFICATE OF INSURANCE

The insurance evidenced by this Certificate shall conform to the Supplemental General Conditions, Section 5.3 Insurance:

Name and Address of Agency:
_____
_____
_____
Phone:_____/_____

County of Burnet Reference:
Project Name_____
_____
Project No.:_____
Project Location:_____
_____

Name and Address of Insured:
_____
_____
Phone:_____/_____

Prime or Sub-Contractor?: _____

Name of Prime Contractor, if different from Insured:
_____

Companies Affording Coverages:
Company A
Letter _____
Company B
Letter _____
Company C
Letter _____
Company D
Letter _____

COMPANY LETTER	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (M/D/Y)	POLICY EXPIRATION DATE (M/D/Y)	LIMITS OF LIABILITY IN THOUSANDS (000) EACH
	Commercial General Liability Policy				
	___Blanket Contractural Liability				General Aggregate $_____
	___Completed Operations/ Products				Completed Operations/ Products – Aggregate $_____
	___Explosion, Collapse, Underground				Personal & Advertising Injury $_____
	___Independent Contractor's Coverage				Each Occurrence $_____
	___Aggregate Limits Per Project Form – CG 2503				
	___Additional Insured Form –CG 2010				
	___30 Day Notice of Cancellation Form – CG 0205				Deductible or Self Insured Retention $_____
	___Waiver of Subrogation Form – CG 2404				
	___Transportation of Asbestos or Lead ___Asbestos Abatement				
	___Lead Abatement				

Certificate of Insurance

COMPANY LETTER	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (M/D/Y)	POLICY EXPIRATION DATE (M/D/Y)	LIMITS OF LIABILITY IN THOUSANDS (000) EACH
	Auto Liability Policy ___Any Auto ___All Owned Autos ___Non-Owned Autos ___Hired Autos ___Waiver of Subrogation- TE2046A ___30 Day Notice of Cancellation – TE0202A ___Additional Insured- TE9901B ___MCS 90				CSL Bodily Injury (Per Person) $_____ Bodily Injury (Per Accident) $_____ Property Damage (Per Accident) $_____ Deductible or Self Insured Retention $_____
	Excess Liability ___Umbrella Form ___Excess Liability Follow Form				Each Aggregate Occurrence $_____
	Worker's Compensation and Employers' Liability ___Waiver of Subrogation – WC420304 ___30 Day Notice of Cancellation – WC420601				Statutory (Each Accident) $_____ (Disease - Policy Limit) $_____ (Disease - Each Employee) $_____
	___**Builders Risk or Installation Insurance**				$_____
	Professional Liability ___30 Day Notice of Cancellation Retro-Active Date:_____				Each Claim Deductible or Self Insured Retention $_____

This is to certify that policies of insurance listed above have been issued to insured named above and are in force at this time. Notwithstanding any requirements, term or condition of any contract or other document with respect to which this certificate may be issued or may pertain, insurance afforded by policies described herein is subject to all terms, exclusions and conditions of such policies.

ADDITIONAL INSURED:
Burnet County
133 E. Jackson
Burnet, Texas 78611

DATE ISSUED:_____ AUTHORIZED REPRESENTATIVE: _____