TXShare
Your Public Sector Solutions Center

REQUEST FOR PROPOSALS:

AQUATIC STAFFING, TRAINING, OPERATIONS, AND RELATED SERVICES

RFP # 2026-090

August 2026

TXShare
Your Public Sector Solutions Center

REQUEST FOR PROPOSALS
For
AQUATIC STAFFING, TRAINING, OPERATIONS, AND RELATED SERVICES
RFP # 2026-090

Sealed proposals will be accepted until 2:00 PM CT, **October 8, 2026,** and then publicly opened and read aloud thereafter.

_____
Legal Name of Proposing Firm

_____
Contact Person for This Proposal Title

_____
Contact Person Telephone Number Contact Person E-Mail Address

_____
Street Address of Principal Place of Business City/State Zip

_____
Mailing Address of Principal Place of Business City/State Zip

_____
Point of Contact for Contract Negotiations Title

_____
Point of Contact Telephone Number Point of Contact Person E-Mail Address

Is your business registered with the Texas Secretary of State to transact business in Texas? ☐ Yes ☐ No

What is your business' Secretary of State Filing No.? _____

Acknowledgment of Addenda (initial): #1_____ #2 _____ #3 _____ #4 _____ #5 _____

NOTE: Any confidential/proprietary information must be clearly labeled as "confidential/proprietary". All proposals are subject to the Texas Public Information Act.

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SECTION 1: OVERVIEW

1.0 PURPOSE

The North Central Texas Council of Governments ("NCTCOG") seeks an experienced vendor or vendors to provide the goods or services described herein to the members of its TXShare Cooperative Purchasing Program ("TXShare"). The awarded contracts will be promoted via TXShare. The purpose of this Request for Proposals is to solicit responses that result in a contract with one or more vendor(s) qualified to provide one or more categories of Aquatic Staffing and Management Services.

The desired service categories are listed below:

- Service Category #1: Lifeguard Staffing Services
- Service Category #2: Training and Certification Services
- Service Category #3: Turnkey Aquatic Operations
- Service Category #4: Other Ancillary Aquatic Goods or Services

1.0.1 Definitions

- Contractor or Provider - An Offeror that has been awarded a contract under this RFP.
- Customer, Member, or Participating Entity - A governmental entity or eligible nonprofit organization utilizing a resulting TXShare contract.
- Governmental Entity - A government agency or nonprofit organization eligible to participate in TXShare.
- RFP or Solicitation - This Request for Proposals document.
- Vendor - A business interested in providing goods or services under this RFP.
- Offeror or You - A Vendor that submits a proposal in response to this RFP.
- Aquatic Facility - A public or publicly accessible pool, aquatic center, natatorium, splash pad, waterpark, competition pool, recreational water facility, or similar aquatic environment.

1.0.2 Outcome

The desired outcome of this RFP is for NCTCOG to enter into a Master Services Agreement ("MSA") with one or more qualified Contractors authorized to provide Aquatic Staffing, Training, Operations, and Related Services in the locations listed in Exhibit 3. A copy of the TXShare MSA is attached for reference. These agreements will be awarded through the TXShare purchasing cooperative and made available to municipalities, counties, school districts, universities, municipal utility districts, water districts, county recreation departments, and other governmental entities ("Customers" or "Members"). Contracts will be non-exclusive and do not guarantee any specific volume of sales. Services will be provided on an as-needed basis, with each Customer independently negotiating its own purchase order, project agreement, statement of work, or supplemental agreement.

SECTION 2: TXSHARE COOPERATIVE PURCHASING PROGRAM

2.0 BENEFITS OF A COOPERATIVE PURCHASING PROGRAM

2.0.1 How Does a Cooperative Purchasing Program Work?

A government cooperative purchasing program, such as TXShare, is a cooperative arrangement for acquiring goods or services that involves aggregating the demand of two or more government agencies to obtain a more economical purchase.

Government entities (cities, counties, water districts, school districts, etc.) sign up as members to use cooperative purchasing programs through a cooperative purchasing agreement. Additionally, non-profit organizations are allowed to sign up as members.

2.0.2 How Does a Government Entity Benefit?

Cooperatives help government agencies find the right goods and services that best fit their needs and expedite purchases without requiring additional solicitations (RFP or IFB) to comply with laws and regulations.

TXShare uses the North Central Texas Council of Governments ("NCTCOG") as the lead public entity to publicly solicit and award contracts through a Request for Proposal ("RFP") process. TXShare members are eligible to access these contracts by signing an intergovernmental agreement with the NCTCOG, thereby eliminating the need to complete their own RFP process.

Membership in the TXShare cooperative purchasing program provides the agencies with access to contracts for goods and services at pre-negotiated rates or prices. Typically, the entity member then purchases the goods or services by negotiating with the cooperative's awarded vendors and places purchase orders, or enters into sub-agreements, based on the rates or prices listed in the cooperative purchasing program's contracts.

2.0.3 How Does a Vendor Benefit?

A Request for Proposal (RFP) such as this one is a document that competitively solicits bids from potential vendors for goods or services. The lead public entity (NCTCOG) is an independent government entity that carries out the advertising and bid procedures required by state law.

All TXShare's contracts are competitively bid and publicly awarded through this process. NCTCOG prepares the RFP incorporating the required cooperative purchasing language that allows its entity members across the nation to utilize the awarded contract(s).

Vendors respond to the RFP by submitting their proposals. NCTCOG evaluates the responses and awards a Master Services Agreement for the TXShare cooperative, thus establishing the availability for nationwide use of the resulting contracts.

Vendors who successfully compete in the RFP process and are awarded a contract will market to any public entity or non-profit and can then forgo the RFP process for an individual entity.

When marketing to a customer, the awarded vendor can provide a quote to the customer for its unique needs based on the pricing, terms and conditions of its contracts. For a vendor, being awarded a cooperative contract can help shorten the sales cycles considerably. This is especially beneficial for smaller firms, like startups, that may not otherwise be able to access the government market.

2.0.4 Mutual Benefits

Performing a competitive bidding process typically takes in excess of 90 days to create the RFP solicitation, collect and evaluate proposals, then negotiate and award the contract. Reducing the amount

of time that purchasing staff spend managing new solicitations and generating new contracts, especially for goods or services that don't require too much customization, saves months of administrative time and effort. Reducing the need to respond to every bid process and market directly to the customer saves time and money as well as is an "ace in the hole" for a vendor when closing the sale on its goods or services covered by a cooperative contract. Smaller government customers can achieve price-saving advantages from purchasing off a cooperative program with greater purchasing power.

Note: There is no obligation on the part of any Customer to purchase goods or services through the awarded contracts nor is there any guarantee, implied or otherwise, that the awarded contractor(s) will make any sales based on this solicitation.

2.1 NCTCOG OVERVIEW

The North Central Texas Council of Governments is a voluntary association of, by, and for local governments and was established to assist local governments in planning for common needs, cooperating for mutual benefit and coordinating for sound regional development. NCTCOG serves a 16-entity metropolitan region surrounding the cities of Dallas and Fort Worth.

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

2.2 TXHSARE OVERVIEW

TXShare is a cooperative purchasing program administered by the North Central Texas Council of Governments (NCTCOG). The program is designed to streamline procurement for public entities by offering competitively solicited contracts that meet state, local, and federal purchasing requirements. Currently the TXShare Purchasing Cooperative has over 300 members from across the USA, including counties, cities, school districts, and special districts.

2.3 TXSHARE PROGRAM EXPLANATION

NCTCOG intends to make the contract awarded from this solicitation available to other public entities through TXShare. By promoting their TXShare contract(s) to public entities, contractors reduce the need to repeatedly respond to public customer bids or requests for proposals. The contractor then realizes substantial efficiencies that will increase sales opportunities. Contractors agree to pay an administrative fee to TXShare calculated as a percentage of sales processed through the TXShare contracts awarded and held by the contractor. This administrative fee is not an added cost to be invoiced by the contractor to TXShare participants. This administrative fee covers the costs of contract marketing and facilitation incurred by TXShare.

Under the TXShare program, any public customer or non-profit can use the TXShare contract and its selected contractor(s) to make purchases necessary to pursue their own needs. Offerors awarded a contract under the TXShare program may offer their services nationwide if they desire to do so. The TXShare contract offers a unique advertising advantage to a contractor to promote its services, as the contract satisfies most public entities' procurement requirements.

2.4 CONTRACT MANAGEMENT AND REPORTING

The contractor will be required to track and report to NCTCOG its TXShare sales activities relating to the master contract. The contractor will be required to provide management reports on a quarterly basis. Examples of management report data include, but are not limited to:

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

2.5 ADMINISTRATIVE FEE

TXShare will collect an administrative fee, in the form of a percentage of sales, that will apply to all sales between the contractor and public entities using the cooperative program awarded contract. NCTCOG is included as a public entity customer as it may also make purchases through the contract. The administrative fee will be remitted by the contractor to NCTCOG on a quarterly basis, along with required quarterly reporting. The administration fee for this program will be 2.5% of sales.

2.6 INTERLOCAL AGREEMENT

Governmental entities are extended the opportunity to purchase from contracts awarded by the NCTCOG TXShare purchasing cooperative by virtue of an interlocal agreement between the entity and NCTCOG. However, all parties understand, and all parties hereby expressly agree, that the NCTCOG is not an agent of, partner to or representative of those government entities and that NCTCOG is not obligated or liable for any action or debts that arise out of the government customer's purchase.

2.7 STANDARD TERMS AND CONDITIONS

The NCTCOG Procurement Standard Terms and Conditions can be found at **www.nctcog.org** in the "Open Solicitations" section, or by clicking **here**. Proposers shall certify its compliance with these requirements as part of their proposal response by completing the certifications included with the RFP document "Attachments" section. Failure to submit the required certification statement may be grounds for finding the proposal nonresponsive.

2.8 RESPONDENT ELIGIBILITY

Firms that are legally required to register with the Texas Secretary of State must provide their current filing number on the Cover Page (page 2 of this solicitation document). Proposals submitted by entities that are required to register and maintain an active status to transact business in Texas, but do not include a valid filing number or are not in good standing at the time of submission, may be considered non-responsive and may not be evaluated further.

SECTION 3: GENERAL INFORMATION

3.0 CONTRACT INTENT

NCTCOG intends to contract with one or more qualified Offeror(s) based upon the qualifications of the Offeror and the categories of goods or services they can provide. However, NCTCOG anticipates exploring any viable alternative for providing these goods or services and may decide, after reviewing the proposals submitted, to reject all proposals and not to enter into any agreement.

3.1 ADMINISTRATIVE GUIDANCE

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

3.2 ADDENDA

Addenda to this solicitation will be made available to vendors of record by posting the addenda on the Bidnet Direct website. A "vendor of record" is defined as a vendor who has downloaded the solicitation directly from the Bidnet Direct website. It is the vendor's responsibility to check for any addenda that may be issued. You shall acknowledge receipt of addenda by checking the appropriate spaces on the cover sheet of this RFP and submit with their proposal.

3.3 SOLICITATION SCHEDULE

The anticipated schedule is provided below. NCTCOG reserves the right to change this schedule at any time.

RFP Issued	**September 16, 2026**	
Pre-Proposal Conference	**September 22, 2026**	**10:00 AM CT**
Inquiry Period Ends	**September 25, 2026**	**5:00 PM CT**
Proposal Due Date	**October 8, 2026**	**2:00 PM CT**
Planned Contract Award	**November 2026**	

3.4 PRE-PROPOSAL CONFERENCE

There will be a non-mandatory pre-proposal conference for this solicitation at **10:00 AM CT on September 22, 2026,** via Microsoft Teams. The invitation is as follows:

Microsoft Teams meeting

Join: https://teams.microsoft.com/meet/29908913103104?p=MXqiL3VWz6cUu43YNv

Meeting ID: 299 089 131 031 04

Passcode: a7P2nD7o

Need help? | System reference

Dial in by phone

+1 903-508-4574, 779802706# United States, Tyler

Find a local number

Phone conference ID: 779 802 706#

3.5 QUESTIONS AND REQUESTS FOR CLARIFICATION

Vendors may submit written questions through the Bidnet Direct by Sovra ("Bidnet Direct") platform until the inquiry period deadline specified in Section 3.3. Vendor-specific questions about the process will often be answered directly. However, substantive questions that are not properly addressed in the solicitation information will be properly published to all vendors as an addendum or "Question & Answer" document. Proposers are responsible for reviewing the Bidnet Direct website for any updates related to this RFP prior to the closing date.

3.6 PROPOSAL SUBMISSION

The NCTCOG utilizes Bidnet Direct by Sovra ("Bidnet Direct") as the central eProcurement portal for all formal procurement opportunities. In order to respond to this RFP, as well as receive notifications, updates, addenda, and other information regarding this solicitation, NCTCOG requires that Respondents be registered with Bidnet Direct.

Registration with Bidnet Direct is free and allows Respondents to view all the NCTCOG's active procurement solicitations. The landing page for this project is found here.

Electronic submission of proposals shall be made in English, in searchable PDF format, and must be uploaded via Bidnet Direct no later than **2:00 P.M. (Central Time) October 8, 2026.**

It is the responsibility of the respondent(s) to ensure that the proposals are submitted in the Bidnet Direct portal by the designated due date and time. NCTCOG assumes no responsibility for delays caused by connectivity, website access, or any other access limitations. Late proposals will not be accepted by Bidnet Direct nor by NCTCOG through any other means of delivery and will not be opened nor considered in the evaluation of the proposal. Proposals may be withdrawn at any time prior to the submittal deadline, but they may not be withdrawn after the official opening.

Submission Support and Guidance:

For assistance with the submission process, please refer to this helpful video: Creating and Submitting a Bid.

It is strongly recommended that proposals be submitted at least 12 to 24 hours prior to the deadline to allow sufficient time for Bidnet Direct to address any technical issues that may arise with the platform.

For Bidnet Direct Vendor Support, please contact:

- **Phone: (800) 835-4603 (Option 2)**
- **Email: support@bidnet.com**

Proposals received will be publicly opened after the response submission deadline on Bidnet Direct. Only the names of the vendor submitting the proposal will be read aloud. No other information will be disclosed at that time.

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

NOTE: Any confidential/proprietary information must be clearly labeled as "confidential/proprietary". All proposals are subject to the Texas Public Information Act.

3.7 PUBLIC OPENING

The public opening for this RFP will be conducted beginning approximately **2:05 PM CT** on the date proposal submissions are due. The opening meeting will be held virtually via Microsoft Teams and will be recorded. Please note that a large volume of proposals may result in a lengthy opening process. The meeting access information is included below.

Microsoft Teams meeting

Join: https://teams.microsoft.com/meet/243841462723900?p=YxONFzW6xgDY55zylU

Meeting ID: 243 841 462 723 900

Passcode: CF2mJ7p3

Need help? | System reference

Dial in by phone

+1 903-508-4574,,887153564# United States, Tyler

Find a local number

Phone conference ID: 887 153 564#

Only the names of the Offerors submitting a proposal will be read aloud. No other information will be disclosed at the time of opening.

Any part of the proposal that you desire to declare as confidential information must be noted as such where the information is found in the proposal. Claims of confidentiality are subject to the opinion of the Texas Office of the Attorney General, should NCTCOG receive an open records request.

SECTION 4: EVALUATION AND AWARD

4.0 TIME FOR EVALUATION

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

4.1 EVALUATION PROCESS

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

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

The NCTCOG reserves the right to reject any and all submittals and to waive any informality in submittals received, deemed to be in the best interest of the NCTCOG.

4.2 BAFO AND CLARIFICATION REQUESTS

Once proposals have been submitted, the NCTCOG evaluates the proposals and determines which of those are determined to be reasonably qualified for award. Those so determined will be reviewed and scored. Clarification requests may be requested of firms where clarifying information is necessary to better understand meaning of any part of a bid submission. Best and final offers ("BAFO") for those reasonably qualified may be obtained by allowing the submission of a BAFO before the final decision is made to award a contract.

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

4.3 ORAL PRESENTATIONS

NCTCOG reserves the right to require an oral presentation or demonstration to supplement a written submission. These presentations will be scheduled, if required, after Proposals are received and prior to the award of the Contract.

4.4 AWARD OF THE CONTRACT

Upon completion of the evaluation process, NCTCOG may award contracts to one or more Respondent(s) whose submissions are determined to be most advantageous to NCTCOG and TXShare Members.

4.5 PROPOSAL EVALUATION

Proposals will be evaluated using the criteria and weights set forth in the table below.

Weighted Scoring Criteria	Evaluation Considerations	Weighted Maximum Percentage Points
References and Past Performance	Completeness, relevance, quality of required reference information, demonstrated past performance, customer satisfaction, and similarity of prior engagements to requested services.	10%
Project-Related Experience and Qualifications	Experience providing aquatic staffing, lifeguard recruitment, training, scheduling, payroll, compliance, and public sector service delivery.	25%
Technical Proposal	Evaluation will be based on the Respondent's demonstrated ability to perform the service categories proposed. Considerations include workforce recruitment and management, training and certification programs, background screening and youth protection practices, operational capabilities, staffing continuity, supervision, quality assurance, risk management, technology, reporting, and other capabilities relevant to the proposed service categories.	45%
Value-Added and Innovation	Value-added services, including mobile app functionality, certification tracking, workforce analytics, retention strategies, aquatic programming, risk management, and other enhancements that improve Member outcomes.	5%
Proposal Pricing	Cost transparency, competitiveness, scalability, auditability, and overall value for participating entities with varying facility sizes, staffing levels, seasons, and service models.	15%
TOTAL POSSIBLE PERCENTAGE POINTS		100%

SECTION 5: SPECIFICATIONS

5.0 INTRODUCTION AND BACKGROUND

TXShare seeks to establish Master Services Agreements with one or more experienced Contractors to deliver Aquatic Staffing, Training, Operations, and Related Services to eligible Members. Awarded Contractors will support Members on an as-needed basis. Each Member will engage Contractors directly through purchase orders, project agreements, statements of work, or supplemental agreements tailored to the Member's facility, operating season, staffing model, and local regulatory requirements.

Challenge Statement

Public sector aquatic facilities face increasing challenges recruiting, training, scheduling, and retaining qualified lifeguards and aquatic staff, particularly during peak summer months, school-year transitions, employee vacations, and periods of heightened competition for seasonal labor. Members may lack the internal capacity or specialized expertise necessary to maintain consistent lifeguard coverage, administer certifications, manage payroll, provide emergency replacement staffing, or operate aquatic facilities without interruption.

This RFP is issued in response to these challenges. TXShare seeks qualified Contractors capable of delivering specialized aquatic staffing and management solutions that help Members maintain safe, compliant, and reliable aquatic services.

5.1 SERVICE CATEGORIES

In Exhibit 1, Respondents shall indicate each category their firm is able to provide. Respondents may propose one or more categories. Awards may be made by category, service area, or other best-value consideration.

Category	Description
Service Category #1: Lifeguard Staffing Services	Certified lifeguards, lead lifeguards, head lifeguards, seasonal and year-round staffing, event staffing, swim lesson personnel, emergency replacement staffing, on-call support, payroll and related personnel services.
Service Category #2: Training and Certification Services	Lifeguard certification and recertification, CPR/AED, First Aid, Water Safety Instructor, Certified Pool Operator, Aquatic Facility Operator, emergency response training, in-service training, and related education.
Service Category #3: Turnkey Aquatic Operations	Complete or partial management of municipal pools, aquatic centers, natatoriums, splash pads, waterparks, community pools, competition pools, and other aquatic facilities.
Service Category #4: Other Ancillary Aquatic Goods or Services	Additional aquatic operations, risk management, consulting, equipment, programming, marketing, or support services that are within the general scope of this solicitation.

5.2 SCOPE OF WORK

5.2.1 Core Cooperative Scope

Contractors shall provide the service categories awarded under the resulting Master Services Agreement ("MSA") and shall support Member-specific engagements as requested. The cooperative contract is

intended to provide participating entities with access to qualified Contractors capable of delivering aquatic staffing, management, training, operational, maintenance, and related services on an as-needed basis.

Services available under the resulting MSA may include, but are not limited to:

- Recruiting, screening, hiring, placement, and onboarding of qualified lifeguards and other aquatic personnel.
- Managing staff schedules, substitutions, shift coverage, attendance, timekeeping, and payroll administration or support.
- Providing certified lifeguard staffing during regular operating hours, extended hours, special events, seasonal programs, and other Member-authorized activities.
- Providing emergency replacement staffing, substitute staffing, or backup coverage when scheduled personnel are unavailable.
- Providing supervision, management, quality control, and performance oversight of Contractor personnel.
- Providing or coordinating required training, certifications, recertifications, continuing education, and in-service training.
- Maintaining documentation of certifications, training, background screenings, work schedules, time records, attendance, substitutions, and incident reports.
- Providing mobile, web-based, or app-supported scheduling, communications, timekeeping, certification tracking, reporting, and workforce-management tools where available.
- Providing aquatic facility management and operational oversight.
- Providing facility maintenance and water-quality support services when included in a Member's ordering document.
- Supporting safe operation of public aquatic facilities in accordance with applicable federal, state, and local laws, regulations, codes, public health requirements, and recognized industry standards.
- Providing special events, after-hours, weekend, holiday, and other supplemental aquatic staffing.
- Providing turnkey or partial aquatic facility operations when requested by a Member.
- Providing other aquatic services that are within the scope of this solicitation and included in the Contractor's awarded service categories.

Contractors shall clearly identify in their proposals the service categories they are capable of providing and any material limitations, exclusions, geographic restrictions, minimum staffing requirements, or other conditions applicable to those services.

5.2.2 Member-Specific Statements of Work and Supplemental Agreements

Participating entities may establish facility-specific staffing requirements, service levels, emergency response requirements, operating procedures, certification requirements, water-quality responsibilities, reporting requirements, performance standards, and other project-specific requirements through a purchase order, statement of work (“SOW”), project agreement, or supplemental agreement.

Member-specific requirements may include, but are not limited to:

- Facility-specific staffing plans and position schedules.
- Required staffing quantities, positions, qualifications, and certifications.
- Facility operating days and hours.
- Seasonal schedules and anticipated staffing fluctuations.
- Facility-specific emergency action plan (“EAP”) support or implementation requirements.
- Facility-specific opening, closing, operating, and safety procedures.
- Facility-specific water-quality management responsibilities, if included in the SOW.

- Facility maintenance and cleaning responsibilities, if included in the SOW.
- Facility-specific training, in-service, orientation, or continuing education requirements.
- Facility-specific communication, escalation, and incident-notification procedures.
- Required supervisor or management coverage.
- Emergency replacement and substitute staffing requirements.
- Reporting, performance metrics, documentation, and invoicing requirements.
- Customer service, patron relations, program administration, and fee-collection support requirements, if applicable.
- Technology, data-access, cybersecurity, or reporting requirements applicable to the engagement.

Contractors shall be capable of developing or supporting Member-specific service plans when requested. The RFP establishes the Contractor's general capabilities and available service categories; complete facility-specific operating plans are not required at the solicitation stage unless specifically requested elsewhere in the RFP.

5.2.3 Lifeguard Staffing Services

Contractors shall provide qualified lifeguards and related personnel as requested by participating Members. Staffing needs may vary by facility size, season, patron load, operating hours, programs, and special events. Members may increase or decrease operating days, hours, and staffing quantities in accordance with their facility needs and budget.

Contractor responsibilities may include, but are not limited to:

- Recruit, screen, hire, assign, schedule, and supervise Contractor personnel.
- Confirm all personnel are appropriately trained and certified before assignment.
- Provide backup guards and emergency replacements within mutually agreed response times.
- Maintain current staff rosters, certifications, assignment schedules, emergency contact information, and backup staffing lists.
- Provide uniforms and equipment necessary for lifeguards to perform assigned duties unless otherwise agreed by the Member.
- Require professional conduct, appropriate appearance, customer service standards, and adherence to facility rules and safety protocols.
- Maintain documentation of time worked, guard post location, attendance, absences, substitutions, and supervisor approvals.
- Manage payroll to lifeguards that have been assigned to a Member contract.

Contractors shall maintain sufficient recruiting, training, certification, scheduling, supervisory, and staffing resources necessary to provide qualified personnel throughout the term of the Agreement. Contractors shall implement procedures to address seasonal staffing fluctuations, school-year transitions, employee absences, no-shows, weather-related disruptions, temporary staffing surges, and Member requests for additional coverage. Contractors shall maintain contingency and backup staffing plans designed to support continuity of operations and minimize service disruptions.

5.2.4 Training and Certification Services

For Respondents proposing Service Category #2: Training and Certification Services, the Contractor shall provide or coordinate training and certification services, Contractors shall provide or coordinate training and certification services for personnel performing services under the resulting Agreement. Contractors shall utilize recognized certifying organizations and shall maintain processes to ensure certifications and credentials remain current and valid. Training and certification services shall include as applicable, initial lifeguard certification, CPR/AED, First Aid, Water Safety Instructor, Certified Pool Operator, Aquatic Facility Operator, in-service training, emergency action plan drills, inclement weather procedures, and

site-specific orientation. Contractors shall maintain documentation of all certifications, renewals, recertifications, and training records and shall provide such documentation to Participating Entities upon request.

5.2.5 Turnkey Aquatic Operations

For Respondents proposing Service Category #3, where requested by a Member, Contractors may provide partial or complete operation of aquatic facilities. Turnkey operations may include staffing, supervision, scheduling, program administration, public access management, facility inspections, maintenance coordination, water quality monitoring, daily logs, incident reporting, customer service management, marketing support, and other operational services authorized by the Member.

Contractors providing Turnkey Aquatic Operations shall furnish the personnel, supervision, operational coordination, training, reporting, compliance documentation, and Member communications necessary to support the authorized scope of services. Contractors shall operate in accordance with applicable laws, regulations, safety standards, and Member requirements. Specific operational responsibilities, performance expectations, service levels, reporting requirements, and facility-specific obligations shall be established in the applicable Statement of Work, purchase order, project agreement, or supplemental agreement.

5.2.6 Policies, Procedures, and Compliance

Contractors shall comply with all applicable federal, state, and local laws, regulations, ordinances, codes, rules, and recognized safety standards related to aquatic staffing, public pool operations, employment, worker safety, health department requirements, background checks, and professional certifications. Contractors shall maintain required licenses, certifications, permits, registrations, and insurance throughout the term of any resulting agreement.

5.2.7 Member Responsibilities

Each Member will define its specific facility, operating season, staffing levels, hours, service expectations, maintenance responsibilities, fee collection practices, allocation of supplies, equipment responsibilities, and reporting requirements through a purchase order, statement of work, project agreement, or supplemental agreement. Unless otherwise agreed, the Contractor shall be responsible for supervising Contractor personnel, and Contractor personnel shall not be considered employees of NCTCOG or the participating Member.

5.3 LICENSING, COMPLIANCE, AND ORGANIZATIONAL QUALIFICATIONS

Respondents must demonstrate the ability to provide aquatic staffing and management services in participating Member jurisdictions in compliance with applicable federal, state, and local laws, regulations, licensing standards, and professional practice requirements.

Minimum Requirements:

- Valid business registration in Texas, or equivalent registration in applicable state(s) of operation.
- Minimum three (3) years of experience providing aquatic staffing, lifeguard staffing, aquatic facility management, or similar services. Five (5) years is preferred.
- Ability to provide appropriately certified lifeguards and aquatic personnel based on Member requirements and applicable law.
- Ability to conduct or coordinate required background screening, where applicable and legally permissible.
- Ability to provide proof of insurance appropriate for aquatic staffing, employment, professional liability, general liability, and workers' compensation exposures.
- Capability to provide emergency replacement staffing or backup staffing plans.

- Demonstrated experience serving public sector entities, educational institutions, recreation departments, aquatic facilities, or similar clients.

Strongly Preferred Qualifications:

- Experience providing services to municipalities, parks and recreation departments, school districts, universities, special districts, or other public agencies.
- Established recruiting programs for high-school, college, seasonal, and year-round aquatic personnel.
- Mobile application or web-based technology for scheduling, timekeeping, payroll status, communications, and certification tracking.
- Current Certified Pool Operator (CPO), Aquatic Facility Operator (AFO), Water Safety Instructor (WSI), CPR/AED, First Aid, lifeguard instructor, or comparable certifications among assigned or supervisory staff.
- Nationally recognized lifeguard training or certification affiliations.
- Demonstrated ability to maintain staffing levels during peak summer months, school-year transitions, holidays, vacations, and high-demand periods.
- Quality assurance, risk management, program audit, or safety review processes specific to aquatic operations.

5.4 PERSONNEL SCREENING, CERTIFICATION VERIFICATION, AND YOUTH PROTECTION

5.4.1 Background Screening

Contractors shall maintain written background screening procedures for personnel assigned to Member facilities. At a minimum, Contractors shall conduct screening consistent with applicable law, and Member-specific requirements. Background screening requirements may vary by Member, jurisdiction, facility type, age group served, or role. Contractors shall provide available options for Members to request additional checks when required by local policy, law, or the nature of the assignment.

Contractors shall not assign personnel to a Member facility until the screening requirements applicable to that assignment have been satisfied. Contractors shall maintain sufficient documentation to verify completion of required screening and shall provide pass/fail confirmations or other legally permissible confirmation to the requesting Member before assignment when requested. Contractors shall not submit protected personal information unless specifically required and permitted by law and the Member ordering document.

5.4.2 Certification Verification

Contractors shall verify, before assignment, that personnel possess required current certifications for their assigned roles. Contractors shall maintain a process to track certification issue dates, expiration dates, recertification needs, and role-specific requirements. Contractors shall make verification records available for Member or NCTCOG review upon reasonable request, subject to applicable privacy and employment laws.

5.4.3 Youth Protection and Abuse Prevention

Contractors shall maintain policies and training appropriate for personnel working in public aquatic environments and youth-serving settings. At a minimum, training must include youth protection, abuse prevention, appropriate staff conduct, reporting obligations, supervision expectations, and escalation procedures. Members may impose additional youth protection, fingerprinting, training, or clearance requirements through Member-specific ordering documents.

5.5 STAFFING CAPACITY, EMERGENCY REPLACEMENT, AND CONTINUITY OF SERVICES

Contractors must maintain continuity of services across multiple Member facilities. Proposals shall address recruitment pipelines, backup staffing, substitute staffing, response to no-shows, seasonal staffing

transitions, supervisor availability, emergency replacement capability, and communication procedures when staffing coverage may be at risk.

Member ordering documents may establish specific response times, escalation steps, minimum staffing levels, or substitute coverage expectations. Contractors shall not guarantee a staffing level or response time in a Member engagement unless the agreed SOW identifies the requirement and the Contractor has accepted it in writing.

5.6 TRANSITION AND STARTUP PLANNING

Contractors shall maintain a standard transition and startup methodology for new Member engagements. The transition and startup methodology shall be scalable to accommodate varying facility sizes, operating seasons, staffing requirements, and service categories.

At a minimum, the methodology shall address:

- Kickoff meetings and Member coordination;
- Facility information gathering and operational assessment;
- Staffing timelines and implementation milestones;
- Recruiting and personnel deployment activities;
- Certification verification and personnel qualification procedures;
- Technology, scheduling, communication, and reporting system setup;
- Staff orientation and Member-specific training;
- Member communication and escalation procedures;
- Pre-opening or readiness review activities, as applicable; and
- Go-live support and operational stabilization.

The specific transition activities, implementation schedule, and startup requirements may be further defined through the applicable purchase order, statement of work, project agreement, or supplemental agreement.

5.7 INCIDENT NOTIFICATION AND DOCUMENTATION

Contractors shall maintain written incident notification, escalation, investigation, and documentation procedures applicable to services performed under the resulting Agreement.

At a minimum, Contractors shall maintain procedures for:

- Documenting and investigating injuries, rescues, safety incidents, staff misconduct allegations, patron complaints, facility hazards, staffing failures, service disruptions, and other reportable events;
- Timely notification and escalation of incidents to the Participating Entity;
- Identification of responsible contacts and escalation paths;
- Maintenance of incident records and supporting documentation;
- Cooperation with Participating Entity inquiries, insurance investigations, audits, inspections, corrective-action reviews, and other incident-related reviews; and
- Protection of confidential, medical, employment, and personally identifiable information in accordance with applicable law.

Specific notification timelines, reporting requirements, forms, escalation contacts, insurance notice requirements, record-retention requirements, and reporting formats may be established through the applicable purchase order, statement of work, project agreement, or supplemental agreement.

Contractors shall maintain incident records in accordance with the Master Services Agreement, applicable law, and any Member-specific requirements incorporated into the ordering document

5.8 SAFETY, RISK MANAGEMENT, AND QUALITY ASSURANCE

Contractors shall provide safety, risk-management, quality assurance, and performance monitoring processes. This may include supervisor inspections, lifeguard observation, in-service training, facility checklists, customer complaint tracking, corrective action, performance coaching, documentation review, and continuous improvement. Contractors shall perform services in a safe, professional, and service-oriented manner and shall comply with applicable Member facility rules when provided.

5.9 REPORTING, RECORDS, AND AUDIT RIGHTS

Contractors shall provide reporting and records reasonably required to administer the cooperative contract and Member engagements. Reports may be required by Members. Respondents shall describe standard and optional reporting capabilities, available formats, frequency options, and ability to provide ad hoc reports.

- Staff roster, position, certification status, and supervisor assignment reports.
- Scheduling, attendance, timekeeping, vacancy, substitution, and no-show reports.
- Incident, complaint, corrective action, and safety documentation reports.
- Training, certification, in-service, and orientation completion reports.
- Member-level invoice detail by employee, role, facility, hours, rate, fees, and applicable service category.

NCTCOG and participating Members may review records reasonably necessary to verify contract compliance, pricing, invoicing, certification verification, insurance, staffing, service performance, and reporting obligations. Contractors shall maintain records in accordance with the MSA, applicable law, and Member ordering documents. Audit rights shall be exercised in a manner that protects confidential employee, medical, student, youth, and personally identifiable information as required by law.

5.10 TECHNOLOGY, DATA SECURITY, AND CONFIDENTIALITY

Contractors may utilize technology platforms to support scheduling, timekeeping, payroll administration, training, certification tracking, incident reporting, communications, reporting, workforce management, or other services provided under the resulting Agreement.

Contractors shall maintain commercially reasonable administrative, technical, and physical safeguards to protect Member data, employee data, youth-related information, incident records, and other confidential information.

At a minimum, Contractors shall:

- Maintain policies and procedures designed to protect confidential, proprietary, personally identifiable, employee, youth-related, and incident-related information;
- Limit access to data to authorized personnel with a legitimate business need;
- Implement appropriate safeguards to protect data during collection, processing, storage, transmission, and disposal;
- Comply with applicable privacy, cybersecurity, records retention, and breach-notification laws and requirements;
- Promptly notify the affected Member of any actual or suspected unauthorized access, disclosure, loss, or compromise of Member data as required by applicable law and the resulting Agreement;

- Maintain records and documentation necessary to support contract administration, reporting, and audit requirements;
- Not sell, disclose, or use Member data for purposes unrelated to performance of the resulting Agreement; and
- Cooperate with reasonable Member requests related to technology, cybersecurity, privacy, audit, or data-protection requirements applicable to a specific engagement.

Additional technology, cybersecurity, data-access, privacy, insurance, reporting, or system-integration requirements may be established through the applicable purchase order, statement of work, project agreement, or supplemental agreement.

5.11 PRICING AND INVOICING REQUIREMENTS

Respondents shall provide transparent pricing for each proposed service category using Exhibit 1 and Exhibit 2. Pricing may include hourly rates, percentage discounts, management fees, training fees, certification fees, technology fees, startup fees, emergency staffing rates, after-hours rates, discount structures, or other pricing elements relevant to the proposed services. Respondents must identify all assumptions, exclusions, reimbursable expenses, minimum order requirements, cancellation fees, conversion fees, overtime rules, travel charges, and pass-through costs.

Invoices to Members shall be sufficiently detailed to verify services performed and pricing applied.

5.12 PERFORMANCE WARRANTY AND CORRECTIVE ACTION

Respondents shall describe their performance warranty or service resolution process when assigned personnel do not meet Member expectations or when service deficiencies occur.

Contractors shall describe how issues are reported, investigated, corrected, documented, and escalated. Members may require removal or replacement of specific personnel consistent with applicable law, the MSA, and the Member ordering document.

5.13 OTHER REQUIREMENTS

5.13.1 Objectives

The Master Agreement awarded for TXShare may cover a variety of services. Each Customer that selects to utilize the Master Agreement will negotiate the specific services it needs into a Supplemental Agreement with a customized SOW for that Customer. All proposals must be made based on, and either meet or exceed, the requirements contained herein.

Vendors are advised that this RFP does not commit any participating entity to a specific scope of work currently. Any contract(s) awarded as a result of this solicitation will be utilized on an as-needed basis by one or more members of the TXShare Cooperative who choose to engage services under the awarded agreement(s).

5.13.2 Service Area

Respondents shall designate the geographic region(s) they are willing and able to serve using Exhibit 3. A vendor is not required to propose statewide or nationwide service to be considered for award.

5.13.3 Service Category Offer

Respondents should prepare a proposal describing in detail the goods and services proposed. Proposals must demonstrate capability to provide all or part of the requested services. A proposal will be evaluated only for the services it proposes.

5.14 CONTRACT TYPE

If awarded, your proposal will result in a fixed price contract based on the submitted pricing you propose. Respondents may propose hourly rates, unit pricing, daily rates, monthly rates, facility management fees, discount off published pricing, or other auditable pricing models appropriate to the services proposed.

By submitting a proposal, you certify that you have obtained and will continue to maintain during the entire term of this contract, all permits, approvals, or licenses, necessary for lawful performance of its obligations under this contract.

5.15 CONTRACT TERM

A contract resulting from this RFP shall be effective for twenty-four (24) months from the date of award. This contract will automatically renew for up to three (3) additional one-year periods, not to exceed five (5) years in total, unless earlier terminated as provided herein. NCTCOG reserves the right not to renew at its discretion.

5.16 WARRANTY/GUARANTEE

Please state in your proposal what warranty, service guarantee, staffing guarantee, replacement commitment, response time commitment, or service level expectation may apply to the goods or services proposed.

5.17 CATALOGS

Respondents may submit a catalog or schedule of services that qualify under one or more service categories stated in this RFP. Catalogs may be provided electronically using a PDF document, spreadsheet, or web link.

5.18 QUALITY

Respondents are expected to have knowledge of applicable industry standards, laws, and regulations and possess an ability to market and deliver services to Members of the cooperative.

5.19 NEW GOODS AND SERVICES

New goods and services may be added to resulting contract(s) during the term of the contract by written amendment to the extent those goods or services are within the scope of this RFP and reflect new services, technology, or improved functionality. Service Categories or individual items of a fixed price nature are subject to review and approval by NCTCOG before addition to the contract. Individual items added to catalog awards do not require prior approval of the NCTCOG.

5.20 ALL OR NOTHING AWARD

"All or nothing" proposals are not acceptable and will be rejected. You must be willing to accept a partial award for any combination of the Categories proposed at the discretion of the NCTCOG.

The NCTCOG may award contracts to multiple Offerors supplying comparable goods or services, also known as a multiple award schedule, or award the contract to a single vendor. The NCTCOG's decision to make multiple awards or a single award will be based upon its sole discretion regarding the type of award that provides best value.

5.21 CONTRACT PRICING FRAMEWORK

This section establishes general pricing expectations. Detailed pricing submission requirements are provided in Respondent Questionnaire and Exhibit 1. Proposed pricing will apply to all items within the Respondent's service categories. Projects awarded under a resulting contract will be priced based on the agreed-upon structure. Vendors should ensure pricing is auditable and transparent.

- Pricing may include hourly rates, daily rates, per-shift rates, per-participant training rates, background screening charges, monthly technology fees, facility management fees, turnkey operational fees, or discount off published list pricing.
- Only goods or services with pricing submitted in the proposal are eligible for purchase through a contract award.
- Submitted pricing shall represent maximum allowable contract pricing. Participating entities may negotiate lower pricing or additional discounts.
- Respondents shall identify all assumptions, exclusions, travel costs, minimum staffing commitments, seasonal restrictions, overtime charges, holiday rates, replacement staffing charges, training charges, implementation fees, technology fees, and pass-through costs.

5.21.1 General Proposal Information

You must clearly identify which Category your pricing submittal applies to.

You have the option (but are not required) to propose Category 4 - ancillary optional goods or services. Examples are similar service lines, travel costs, and other similar goods and services that are not specifically covered by any of the other PRICING CATEGORIES listed in the RFP. Please provide adequate information explaining what the ancillary good or service consists of.

Any good and / or service that your business sells and reasonably meets one of the category descriptions of this RFP, may be proposed. However, they all require pricing by either unit price or discount from list in the proposal. The list pricing may be by a schedule attached to your proposal or by a weblink to your business catalog. The pricing information, including link, is to be included in this RFP.

NOTE: Only goods or services categories that have pricing submitted in the proposal (either by unit cost or percentage discount off of list) are eligible for purchase through a contract award. You may propose pricing in a manner that works best for you to prepare your customized quotes to customers, but the pricing must be stated in such a manner that must be capable of audit by the customer.

For example, if you propose a discount off list, then your current list price card for the items proposed must be made available so that the customer can calculate the contract price. Such would mean if you were proposing "10% discount off list price of tables", then you must provide with your proposal the current list price for tables offered under the contract.

5.21.2 Exhibit 1 Categories Offered

All bidders must complete this form to indicate which categories they are offering in their proposal. Check the appropriate box. If you are offering an "Other Ancillary Good or Service", you must list those goods and services under this Category in order for the goods or services to be considered for award. Failure by the responding vendor to submit the clarifications by the deadline requested may result in disqualification of the proposal.

Note that not all RFPs will contain an Exhibit Price Sheet.

5.21.3 Market Basket - For Evaluation Purposes Only.

FOR EVALUATION PURPOSES ONLY: Respondents are asked to fill out and return a copy of the Sample Market Basket Pricing Worksheet, included as **Exhibit 2** in this RFP package. This item is used to evaluate a Respondent's 'best value' as opposed to raw percentage discounts, and is what is used to score your proposed pricing. This item will not be considered or used beyond evaluation purposes. Respondents are not required to fill out the entirety of the form – e.g., if a Respondent does not offer all of the items listed, they are asked to only fill out those that they do provide.

Responses are encouraged from vendors who can only provide a handful of products. Respondents are not expected to be able to provide the entirety of the desired goods, though are welcome to if they are able.

5.21.4 Price Escalation/De-escalation

The unit pricing (or discount percentage) proposed by the Offeror shall be of a fixed price nature for the first six (6) months of the contract. Escalation requests may be made no more than every ninety (90) days and are subject to mutual written amendment to the contract between NCTCOG and the contractor. It is the responsibility of the contractor to petition NCTCOG changes to the pricing structure. The awarded contractor must provide upon request such supporting documentation as TXShare may require that justifies the requested price escalation.

A price change (based on the Bureau of Labor Statistics, Consumer Price Index escalation) may be considered. Price changes may not exceed the most recent 12-month CPI-U table. Request for increases must be submitted in writing for consideration. Should the price change be granted and the NCTCOG accepts, a written amendment will be executed.

Price decreases (or discount percentage increase) may be made at any time and without written agreement. Further, the awarded vendor may negotiate more favorable pricing terms with the individual customer based on quantity or other conditions of purchase without seeking approval from NCTCOG. Change to unit prices in a contract must be approved via mutual execution of an amendment to the contract. In the event of price decreases, an executed amendment is not required. If applicable, a copy of, or link to, the vendor's current pricelist should be submitted with the Proposal.

5.21.5 Sales Tax & Freight

Do not include sales tax in proposal pricing. Nearly all Customers will be tax exempt. Freight/shipping cost should be addressed in your pricing. There is full flexibility on the vendor's behalf as to whether these costs are included in the price, or an additional charge to be determined at the time of the negotiation between the Contractor and Customer. However, this must be stated up front at the time of the submission of the proposal. Failure to state the method in the proposal will result in a default assumption of "additional charge" for freight/shipping costs when evaluating the proposal.

SECTION 6: HOW TO SUBMIT YOUR PROPOSAL

6.0 Required Response Information Questionnaire

Respondents shall complete the attached **Respondent Questionnaire** in its entirety and provide responses to all applicable questions and requirements contained therein. The Respondent Questionnaire is organized by the proposal sections listed below and serves as the required format for proposal submission.

The proposal shall consist of the completed questionnaire together with any supporting documentation, attachments, exhibits, reports, screenshots, samples, certifications, references, or other materials specifically requested in the questionnaire. Failure to provide required responses or requested documentation may result in reduced evaluation scores or a determination that the proposal is non-responsive.

Responses should be clear, concise, and directly address the information requested. Existing corporate materials, policy manuals, handbooks, brochures, process diagrams, sample reports, screenshots, training materials, or other relevant documentation may be submitted in lieu of creating new narrative responses when such materials adequately address the requested information. Respondents shall clearly identify the question(s) to which any attachment or supporting documentation applies.

Proposals will be evaluated based on the information provided within the completed questionnaire and any supporting documentation submitted in response to the requirements.

Proposal Section	Scoring Weight	Evaluation Alignment
A. References and Past Performance	10%	Scored
B. Experience and Qualifications	25%	Scored
C. Technical Proposal	45%	Scored
D. Value-Added and Innovation	5%	Scored
E. Pricing Proposal	15%	Scored
F. Administrative Requirements	Non-scored	Responsiveness / compliance

EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL

Respondents shall indicate each category offered and provide pricing for each category proposed. Respondents may attach additional pricing sheets, if necessary, provided the pricing structure is clear and complete.

Offered?	Service Category	Pricing Structure / Notes
☐	Category #1: Lifeguard Staffing Services	Hourly rates, % discounts, overtime, emergency staffing, minimums, and assumptions.
☐	Category #2: Training and Certification Services	Per-person fees, class fees, instructor rates, materials, certification fees, and recertification fees.
☐	Category #3: Turnkey Aquatic Operations	Bundled rate, management fee, staffing rates, pass-through items, and facility-specific assumptions.
☐	Category #4: Ancillary Aquatic Goods or Services	Itemized pricing or catalog discount; describe relation to aquatic staffing/management services.

Specify Category # 4: Ancillary Aquatic Goods or Services in the space provided below:

_____

_____

Pricing Submission Requirements

Respondents must submit a pricing model that clearly specifies whether pricing is based on fixed pricing, hourly/unit rates, monthly or seasonal fees, discount pricing, or other auditable pricing methodology. Pricing should be distinctly outlined for each Service Category. Label your pricing proposal as "Exhibit 1 - Pricing" and submit in the pricing envelope.

Important Note: This RFP is not tied to a specific project, defined population, or single facility. The resulting contract will be made available for use by TXShare Member entities on an as-needed basis.

EXHIBIT 2: SAMPLE MARKET BASKET FORM

FOR EVALUATION PURPOSES ONLY: Respondents are asked to complete the Sample Market Basket Pricing Worksheet. This item is used to evaluate best value through comparable pricing scenarios and will not limit the services available under an awarded contract if additional services are properly priced elsewhere in the proposal.

Line Item	Description	Unit of Measure	Estimated Quantity	Proposed Unit Cost
1	Certified Lifeguard - Standard Hours	Hourly Rate	1,000	
2	Lead Lifeguard / Head Lifeguard	Hourly Rate	400	
3	Pool Manager / Site Supervisor	Hourly Rate	300	
4	Aquatic Director / Operations Manager	Hourly Rate	100	
5	Swim Instructor / Water Safety Instructor	Hourly Rate	200	
6	Emergency Replacement Lifeguard	Hourly Rate	100	
7	Background Screening	Per Employee	25	
8	Lifeguard Certification or Recertification	Per Participant	25	
9	CPR/AED/First Aid Certification	Per Participant	25	
10	Mobile Scheduling/Workforce Platform	Monthly Fee	3	
11	Turnkey Aquatic Facility Management	Monthly Fee	3	
12	Optional Facility Maintenance / Water Quality Support	Monthly Fee	3	

Respondents shall clearly identify exclusions, assumptions, minimum charges, overtime rates, holiday rates, travel costs, implementation fees, or other costs not reflected in the market basket.

EXHIBIT 3: SERVICE DESIGNATION AREAS

	Texas Service Area Designation or Identification		
Firm Name:			
	Indicate in the appropriate box whether you are proposing to service the entire state of Texas		
	Will service the entire state of Texas	Will not service the entire state of Texas	
	☐	☐	
	If you are not proposing to service the entire state of Texas, designate on the form below the regions that you are proposing to provide goods and/or services to. By designating a region or regions, you are certifying that you are willing and able to provide the proposed goods and services.		
Item	**Region**	**Metropolitan Statistical Areas**	**Designated Service Area**
1.	North Central Texas	16 counties in the Dallas-Fort Worth Metropolitan area	
2.	High Plains	Amarillo, Lubbock	
3.	Northwest	Abilene, Wichita Falls	
4.	Upper East	Longview, Texarkana, TX-AR Metro Area, Tyler	
5.	Southeast	Beaumont-Port Arthur	
6.	Gulf Coast	Houston-The Woodlands-Sugar Land	
7.	Central Texas	College Station-Bryan, Killeen-Temple, Waco	
8.	Capital Texas	Austin-Round Rock	
9.	Alamo	San Antonio-New Braunfels, Victoria	
10.	South Texas	Brownsville-Harlingen, Corpus Christi, Laredo McAllen-Edinburg-Mission	
11.	West Texas	Midland, Odessa, San Angelo	
12.	Upper Rio Grande	El Paso	

(Exhibit 3 continued on next page)

(Exhibit 3 continued)

	Nationwide Service Area Designation or Identification Form		
Firm Name:			
Notes:	**Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.**		
	Will service all fifty (50) states	Will not service fifty (50) states	
	☐	☐	
	If you are not proposing to service to all fifty (50) states, then designate on the form below the states that you will provide service to. By designating a state or states, you are certifying that you are willing and able to provide the proposed goods and services in those states. If you are only proposing to service a specific region, metropolitan statistical area (MSA), or City in a State, then indicate as such in the appropriate column box.		
Item	**State**	**Region/MSA/City** **(write "ALL" if proposing to service entire state)**	**Designated as a Service Area**
1.	Alabama		
2.	Alaska		
3.	Arizona		
4.	Arkansas		
5.	California		
6.	Colorado		
7.	Connecticut		
8.	Delaware		
9.	Florida		
10.	Georgia		
11.	Hawaii		
12.	Idaho		
13.	Illinois		
14.	Indiana		
15.	Iowa		
16.	Kansas		
17.	Kentucky		
18.	Louisiana		

19.	Maine		
20.	Maryland		
21.	Massachusetts		
22.	Michigan		
23.	Minnesota		
24.	Mississippi		
25.	Missouri		
26.	Montana		
27.	Nebraska		
28.	Nevada		
29.	New Hampshire		
30.	New Jersey		
31.	New Mexico		
32.	New York		
33.	North Carolina		
34.	North Dakota		
35.	Ohio		
36.	Oregon		
37.	Oklahoma		
38.	Pennsylvania		
39.	Rhode Island		
40.	South Carolina		
41.	South Dakota		
42.	Tennessee		
43.	Texas		
44.	Utah		
45.	Vermont		
46.	Virginia		
47.	Washington		
48.	West Virginia		

49.	Wisconsin		
50.	Wyoming		

End of Exhibit 3