



**REQUEST FOR PROPOSALS**  
**For**  
**NCT9-1-1 Learning Management System (LMS)**  
**2026-051**

March 2026

# TXShare

Your Public Sector Solutions Center

## REQUEST FOR PROPOSALS

For

NCT9-1-1 Learning Management System (LMS)

RFP # 2026-051

Sealed proposals will be accepted until 3:00 PM CT, **April 21, 2026**, and then publicly opened and read aloud thereafter.

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Legal Name of Proposing Firm

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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 currently registered with the Texas Secretary of State to transact business in Texas?

Yes     No

Texas Secretary of State Filing Number (if applicable): \_\_\_\_\_

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.**

**COVER PAGE**

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## SECTION 1: OVERVIEW

### 1.0 PURPOSE

The North Central Texas Council of Governments (“NCTCOG”), in coordination with the North Central Texas Emergency Communications District (“NCT9-1-1”), seeks proposals from experienced and qualified vendors to provide a centralized, standards-based **Learning Management System (LMS)** to support standardized training delivery, certification tracking, and continuing education for Emergency Communications Centers. The resulting contract(s) will be made available to eligible members through NCTCOG’s TXShare Cooperative Purchasing Program (“TXShare”).

The purpose of this Request for Proposals (RFP) is to solicit responses that result in a contract with one or more vendors that are qualified to provide a comprehensive LMS solution and related services that support the training, compliance, and professional development needs of public safety and emergency communications personnel, in accordance with applicable industry standards and best practices.

The desired service category is listed below:

#### **Service Category #1: Learning Management System (LMS)**

##### 1.0.1 Definitions:

- **Contractor** – An Offeror that has been awarded a contract under this RFP.
- **Customer** – A governmental entity.
- **Governmental Entity** – A government agency or non-profit organization.
- **RFP or Solicitation** – This Request for Proposals document.
- **Vendor** – A business interested in providing goods or services under this RFP.
- **Offeror, Respondent or You** – A Vendor that submits a proposal in response to this RFP.

##### 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 Contractors to supply municipalities, counties, school districts and other governmental agencies (“Customer,” “Government Entity”) with assistance to obtain the described services from fully licensed vendors authorized to do business in the locations selected in Exhibit 3.

NCTCOG intends to award Contracts through its TXShare purchasing cooperative to multiple Contractors. Members of TXShare (“Customer” or “Member”) will have the option to utilize these contracts to fulfill their needs. The contract award does not guarantee any specific number of sales to any firm awarded this contract. The goods or services will be provided on an as-needed basis. There are no scheduled orders at this time, but there is the expectation that needs will arise among various Customers of the TXShare cooperative. Vendors awarded contracts will be uniquely positioned to market their products to the Customers. Each Customer will negotiate their own orders on an as-needed basis.

## 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 fits 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 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 of 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 nonprofit 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 governments' 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**

NCTCOG 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 comprise 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 **TXSHARE OVERVIEW**

TXShare is a cooperative purchasing program administered by 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 **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 RFPs. 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 nonprofit 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 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 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**

NCTCOG Procurement Standard Terms and Conditions can be found at [www.nctcog.org](http://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 are able to 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 a submission's 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 for the RFP process is given below. All times indicated are Central Time (CT).

The anticipated schedule is as follows:

<b>RFP Issued</b>	<b>March 27, 2026</b>	
<b>Pre-Proposal Conference</b>	<b>April 7, 2026</b>	<b>2:00 PM CT</b>
<b>Inquiry Period Ends</b>	<b>April 10, 2026</b>	<b>5:00 PM CT</b>
<b>Proposal Due Date</b>	<b>April 21, 2026</b>	<b>3:00 PM CT</b>
<b>Planned Contract Award</b>	<b>May 2026</b>	

NCTCOG reserves the right to change this schedule at any time.

### 3.4 PRE-PROPOSAL CONFERENCE

There will be a non-mandatory pre-proposal conference at 2:00 PM on **April 7, 2026**, via Microsoft Teams. The invitation is as follows:

**Microsoft Teams meeting**

Join: <https://teams.microsoft.com/meet/22605262136656?p=oMIIPUtLLQObneXFLu>

Meeting ID: 226 052 621 366 56

Passcode: Hv9FX7E3

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**Dial in by phone**

[+1 903-508-4574,472879029#](#) United States, Tyler

[Find a local number](#)

Phone conference ID: 472 879 029#

### 3.5 QUESTIONS AND REQUESTS FOR CLARIFICATION (INQUIRY)

Vendors will have the ability to submit questions in writing via the BidNet Direct by Sovra (“BidNet Direct”) platform until the proposal deadline. However, it is important to note that questions received less than seven (7) days prior to the proposal due date may not be answered in a timely manner. 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

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 Offerors to view all of 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 **3:00 PM (Central Time) on April 21, 2026**.

It is the responsibility of Respondents to ensure that proposals are received at the NCTCOG address as described above by the designated due date and time. NCTCOG assumes no responsibility for delays caused by postage, mail courier, email, package misdirection or any other form of delivery. Late proposals 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](mailto: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. Meeting access information and the Teams meeting invite will be posted to BidNet Direct prior to the date of the public opening. Only the names of the Offerors submitting a proposal will be read aloud. No other information will be disclosed at the time of opening.

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

The opening will be on Microsoft Teams as follows:

#### **Microsoft Teams meeting**

Join: <https://teams.microsoft.com/meet/28533648516262?p=OIArplpE45X5aYJRf0>

Meeting ID: 285 336 485 162 62

Passcode: 3qm2Gn6W

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#### **Dial in by phone**

[+1 903-508-4574,497135807#](#) United States, Tyler

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Phone conference ID: 497 135 807#

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 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. Nonresponsive 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.

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 NCTCOG.

### **4.2 BAFO AND CLARIFICATION REQUESTS**

Once proposals have been submitted, 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 a presentation by the firm to supplement their 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 the contracts to one or more respondent(s) whose submission is determined to be the most advantageous to NCTCOG.

#### 4.5 PROPOSAL EVALUATION CRITERIA

The criteria to be used to evaluate submissions are as follows:

Weighted Scoring Criteria	Description	Weighted Maximum Percentage Points
<b>References</b>	Points will be awarded on a pass/fail basis for the <u>clear inclusion</u> of the required information regarding <b>References</b> , as outlined in greater detail in <b>Section 6.0</b> .	5%
<b>Project-Related Experience and Qualifications</b>	Points will be awarded based on the <u>clear inclusion and quality</u> of response regarding the required information regarding <b>Project-Related Experience and Qualifications</b> , as outlined in greater detail in <b>Section 6.0</b> .	25%
<b>Technical Proposal</b>	Proposals will be evaluated based on the respondent's demonstrated ability to <b>meet or exceed the Minimum Requirements in Section 5.3</b> , overall technical quality, system functionality, security, scalability, implementation approach, support structure, and alignment with the objectives of this RFP.	50%
<b>Proposal Pricing</b>	Points will be awarded based on responses to <b>Exhibit 1 - Pricing</b> , as outlined in greater detail in <b>Section 6.0</b> .	20%
<b>TOTAL POSSIBLE PERCENTAGE POINTS</b>		<b>100%</b>
Additional Points Criteria		Additional Points
<b>Proposed Value-Add</b>	Points will be awarded based on the inclusion, clarity, and quality of the Value-Add section, which should demonstrate innovative approaches or supplementary functionalities that enhance the primary scope of work. Respondents should highlight unique benefits to government operations.	5 points

## SECTION 5: SPECIFICATIONS

### 5.1 BACKGROUND

The North Central Texas Emergency Communications District (NCT9-1-1) supports 40 Emergency Communication Centers (ECCs) across 14 counties surrounding the Dallas–Fort Worth Metroplex. The District provides this support by maintaining and upgrading 9-1-1 equipment, delivering accurate and up-to-date mapping data, training 9-1-1 telecommunicators, educating the public on proper 9-1-1 use, and monitoring ECC operations for functionality and compliance. NCT9-1-1 serves a population of approximately two million across more than 9,800 square miles, with over 600 telecommunicators working in the ECCs it supports.

### 5.2 INTENT

The intent of seeking and implementing a Learning Management System (LMS) is to establish a centralized, standardized platform to support training, professional development, certification tracking, and continuing education. The LMS will serve as a structured resource to ensure consistent delivery of instructional content, accurate documentation of completed training, and compliance with organizational and regulatory requirements. This system will enhance accessibility, accountability, and efficiency by providing users and administrators with a reliable method to manage coursework, monitor progress, and support ongoing workforce development in alignment with the organization’s operational goals. Although this solicitation is being conducted on behalf of the NCT9-1-1, the resulting proposals and any awarded contract(s) will be made available for use by other governmental entities participating in the TXShare Cooperative Purchasing Program.

### 5.3 MINIMUM REQUIREMENTS – LEARNING MANAGEMENT SYSTEM

Proposed LMS solutions must, at a minimum, maintain and support all capabilities currently in place. Vendors shall clearly demonstrate compliance with the following requirements:

#### 5.3.1 Core LMS Capabilities

**The proposed LMS solution shall provide the following core capabilities:**

- Secure, cloud-hosted LMS architecture designed for public safety training environments and compliant with Texas Risk and Authorization Management Program (TX-RAMP) requirements
- Role-based access controls for learners, instructors, supervisors, and system administrators
- Support for multiple learning modalities, including instructor-led (ILT), live online, self-paced, and blended learning, with integrated course registration and attendance tracking
- Integrated learning management tools, including digital testing and assessments, course evaluations, certificate issuance, and centralized document management
- Automated tracking and management of certifications, mandated training requirements, and continuing education cycles
- User interface customization, including the ability to align branding with organizational standards
- Mobile compatibility across devices
- Single Sign-On (SSO) functionality
- Backup and recovery capabilities, including a documented backup and recovery plan and a contingency plan for unforeseen issues

### **5.3.2 TCOLE / TCLEDDS Integration**

**The LMS shall support compliance with TCOLE / TCLEDDS requirements, including:**

- Direct API integration with TCOLE / TCLEDDS for automated continuing education reporting
- Support for batch roster submissions
- Audit-ready reporting capabilities
- Automated creation, storage, and retention of complete digital training records sufficient to support TCOLE compliance audits

### **5.3.3 Reporting, Analytics, and Compliance Monitoring**

**The LMS shall provide reporting and compliance capabilities, including:**

- Standard and customizable reports and dashboards
- Compliance monitoring tools
- Automated notifications, alerts, and reminders related to training requirements, certifications, and expiration dates

### **5.3.4 Implementation and Data Migration**

**The vendor shall provide an implementation approach that includes:**

- Vendor-provided implementation services, including system configuration and setup
- Identification and migration of existing learning content and training records, as applicable
- Data compatibility and validation measures to ensure a seamless transition
- Defined project timeline, milestones, and go-live approach

### **5.3.5 Training, Support, and Maintenance**

**The vendor shall provide ongoing support and services, including:**

- Initial and ongoing training for system administrators and end users
- Technical support structure and availability
- Trouble ticketing system for submitting inquiries and issues
- Ongoing system maintenance, updates, and enhancements
- Process for implementing regular updates and improvements based on user feedback
- Assignment of a dedicated account representative

### **5.3.6 System Reliability, Continuity, and Risk Mitigation**

**The LMS shall ensure system reliability and continuity through:**

- Backup and recovery processes
- Disaster recovery and business continuity planning
- Documented contingency procedures for system outages or service disruptions

## **5.4 OTHER REQUIREMENTS**

### **5.4.1 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.

### **5.4.2 Service Area.**

In preparing a proposal, you will designate what geographic region(s) will be served. You must specify, on the service area designation forms included with their proposal, the service areas that they are willing and able to provide goods and services to. A vendor does not have to propose to service the entire State of Texas, nor have to propose to service all fifty (50) states, to be considered for an award of a TXShare contract.

Service area designation forms are found in Exhibit 3.

## **5.5 CONTRACT TYPE**

If awarded, this solicitation will result in a contract with pricing established in one of the following forms, as proposed by the Contractor: (1) fixed unit pricing for specific goods or services, or (2) a fixed minimum percentage discount off the Contractor's published list pricing.

For proposals based on unit pricing, the contract shall be considered a fixed-price contract for the items awarded. For proposals based on catalog discount pricing, the awarded minimum percentage discount shall be fixed for the term of the contract.

Contractors may propose either pricing method by Category. Discount pricing is generally recommended.

By signing this 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.

## **5.6 CONTRACT TERM**

A contract resulting from this RFP shall be effective for 24 months from the date of award. This contract will automatically renew for up to four (4) additional two-year periods, not to exceed ten (10) years in total, unless earlier terminated as provided herein. NCTCOG reserves the right not to renew at its discretion.

## **5.7 WARRANTY/GUARANTEE**

Please state in your proposal what warranty or guarantee may apply to the goods or services you are proposing.

## **5.8 CATALOGS**

Responding Offerors are requested to submit a proposal that will contain a schedule of goods or services line that would qualify under one or more of the Categories stated in Section 1.0 of this RFP. This schedule is commonly referred to as a “catalog”.

Catalogs contain a range of items that are published in either an electronic or hard copy form and are modified from time to time to reflect internal and external changes in the vendor’s marketplace. It is at the vendor’s discretion to propose any limitations of the goods or services offered. A good or service offered must be listed in the catalog to be eligible for sale through a Category of the awarded contract.

Catalogs are to be submitted with the proposal and may be provided electronically using either a PDF document or web link. Use a spreadsheet or a searchable document containing the pricing information. A physically delivered hard copy of the catalog is NOT acceptable.

Catalogs may be priced with a percentage discount or a fixed unit price. Pricing may be one or multiple tiers of varying discounts based on purchase quantity.

## **5.9 QUALITY**

It is expected that you have knowledge of all applicable industry standards, laws, and regulations and possess an ability to market and distribute the goods or services to members of the cooperative.

## **5.10 NEW GOODS AND SERVICES**

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

## **5.11 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 NCTCOG.

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. 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.

## **5.12 PRICING**

When preparing your pricing, you should furnish pricing for each Category proposed and state “No Bid” for any Categories or sub-Categories you will not offer. NCTCOG will consider

Categories individually and may make awards on each Category independently. NCTCOG reserves the right to select the proposal or proposals offering the most advantageous combination, with price and other evaluation criteria considered.

**NOTE: The final negotiated pricing (or discount) will be incorporated into the Master Services Agreement with the awarded vendor(s). The pricing information provided in your proposal will be public information and will not be accepted marked as proprietary or confidential.**

#### 5.12.1 Catalog Pricing

There are two types of pricing that may be proposed for your catalog:

- Discount – Responding Offerors are requested to submit a proposal that will contain specific goods or services that would qualify under the Categories listed. A minimum percentage discount is to be stated for each Category. This is commonly referred to as “discount pricing”. This is the recommended method.

The catalog offering a percentage discount should identify which Category of goods or services are covered by the catalog and the corresponding minimum percentage discounts that apply. The discounts may be broken down by category and quantity, as well as by subcategory or tier (to the extent of the proposer’s choosing). The Proposer may be creative in the percentage tier discounts to the extent deemed appropriate.

A link to the schedule of list pricing for all catalog items must be provided with the initial contract during execution, and whenever the list pricing is updated. By providing the current list pricing, a potential Customer can determine the maximum cost for each item by multiplying the contractually awarded minimum percentage discount times the current published list price. The current published list price will be posted on the awarded Contractor’s landing page on the TXShare website.

Changes to a percentage discount catalog that add, modify, or delete items during the term of the contract are allowed at any time and without prior approval by NCTCOG. However, the minimum percentage discount list price is fixed and may only change through execution of a contract amendment. The awarded Contractor however does have the option to allow a greater percentage discount when negotiating a purchase with the Customer.

A discount percentage off of list is considered to be a minimum discount, so the awarded Contractor is free to offer greater percentage discounts to a Customer as part of a purchase negotiation. A zero discount off catalog proposal is acceptable but may put the Contractor at a disadvantage when the Customer is comparing prices among competing Contractors. The Contractor may lower the unit price or increase the minimum discount percentage to be more competitive in a particular situation.

It is recommended that when offering a wide variety of goods and services that you propose a catalog percentage discount for all items in that Category (except any specific items specifically stated as excluded). Discount pricing also negates the need

for submitting a request to amend unit prices every time there is a price increase for the good or service, as the contract will be awarded for the percentage discount and not for a specific unit price.

Any goods or services that are not specifically listed in the awarded Category catalog is ineligible to be sold under the contract except under Category “Optional Ancillary Goods and Services”. These “goods or services not specifically listed” items, which are priced at a discount off of list price, may be only sold in companion with other goods and services specifically stated in the catalog under one of the other Categories. Goods or services that are listed under any Category, including Optional Ancillary Goods and Services, may be sold as stand-alone items.

Note: As previously stated, percentage discounts from list price are allowed but a markup percentage from cost is not, as this method is not allowable for purchases made via Federal grant money. Prices stated as a markup from cost are a cause for disqualification of those portions of your proposal.

Note: You may stipulate different discounts off different products or types of service (subcategories) within each Category, provided you clearly indicates how the different discounts apply to which goods or service subcategories.

- Unit Pricing - Responding Offerors are requested to submit a proposal that will contain specific stated goods or services that would qualify under the Category. Each item on the schedule has a stated fixed price per unit. This is commonly referred to as “unit pricing”. All items offered should identify which Category of goods or services they are being offered under and a detailed schedule should be prepared listing the product item description, packaging size, unit of measure, and unit price.

Changes may not be made to a unit pricing catalog to add, modify or delete items or to the unit pricing itself without execution of a written contract amendment. Therefore, any changes to the catalog goods or services that the Contractor desires must be submitted in writing to NCTCOG. Unit prices may only be increased by written request and may be subject to acceptance by NCTCOG through execution of a contract amendment.

Any good or service not specifically listed on the awarded unit price catalog is ineligible under the contract except under Category “Optional Ancillary Goods and Services”. These optional items, which are priced as a discount off of list price, may be only sold in companion with other scheduled goods and services specifically stated in the catalog under one of the other Categories. The total dollar value of these Optional Goods and Services category items may not exceed 25% of the order to be placed.

#### 5.12.2 General Proposal Information

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

You have the option (but are not required) to propose ancillary optional goods or services. Examples are similar product lines, inside delivery, set up, installation, maintenance agreements, 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, are to be attached to the Price Sheet 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.

5.12.3 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.

5.12.4 Market Basket - For Evaluation Purposes Only (If required).

**FOR EVALUATION PURPOSES ONLY:** Respondents are asked to fill out and return a copy of the Sample Market Basket Pricing Form, 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.**

5.12.5 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 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.

#### 5.12.6 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 INSTRUCTIONS FOR RESPONDENTS

Please provide a written response regarding ability to meet each requirement as outlined in the Specifications (Section 5). Include any additional pertinent information on how your proposed solution meets each requirement. Provide any pertinent additional functionality and/or services not outlined in the Scope of Work that you wish to offer.

**Important Note: Your proposal shall consist of your responses to the Required Response Information outlined below.**

#### **Required Response Information**

Each section of information should be *clearly defined* using the following section or heading titles:

**1. Certificate of Offeror and Statement of Understanding**

The initial submission pages of your proposal will consist of:

1. Completed Cover Page with addenda acknowledgment, if applicable (page 2 of this solicitation document)
2. A brief statement demonstrating the respondent's understanding of the scope of work and/or the deliverables requested in this solicitation.

**2. References**

Include at least four (4) recent references for customers (preferably public agencies) for whom you have provided services similar to those requested in this solicitation within the last five (5) years. Please include the organization's name (if applicable), contact person, phone number, and email address for each reference. NCTCOG reserves the right to contact or visit any of the respondents' current and/or past customers to evaluate the level of performance and customer satisfaction.

**3. Project-Related Experience and Qualifications**

Proposals will be evaluated based on the respondent's experience in performing the requested scope of work and providing the required Learning Management System (LMS) solution and related services.

Respondents shall provide a comprehensive overview of their organization's capabilities, experience, and expertise in delivering enterprise-level Learning Management Systems. Emphasis should be placed on relevant past projects, particularly those involving public sector entities, public safety organizations, or workforce training environments. Include the following:

**a. Organization's Capabilities and Experience**

Provide a detailed description of your organization's capabilities and experience in delivering LMS solutions, including platform implementation, training delivery, certification tracking, reporting, and ongoing support, as applicable to the requested service category.

**b. Relevant Past Projects**

Provide examples of past projects that demonstrate your organization’s experience and success in delivering LMS solutions, with particular emphasis on implementations for public sector, public safety, or similarly regulated organizations. For each project, include the following information:

- Project Description: A brief overview of the project, including objectives, scope, and outcomes.
- Client: The name of the public sector entity or other organization served.
- Technologies Used: The LMS platform and any related tools or integrations implemented.
- Results: The impact and benefits realized by the client, such as improved training delivery, compliance tracking, or workforce development outcomes.

**c. Background and Years in Business**

Provide a brief overview of your organization, including:

- History: A summary of the organization’s history and evolution.
- Years in Business: The number of years the organization has been in operation, including specific experience providing Learning Management Systems and related training solutions.

If applicable, identify any subcontractors or third-party services that are utilized in the performance of fulfilling this RFP. Provide a general explanation and chart which specifies project leadership and reporting responsibilities, and how the team will interface with NCTCOG and Participating Entities’ project management and team personnel.

**4. Technical Proposal**

The Technical Proposal will account for fifty percent (50%) of the total evaluation score and will evaluate the respondent’s proposed Learning Management System (LMS) solution against the Minimum Requirements set forth in Section 5.3, as well as the overall technical approach, system functionality, security, implementation, and support capabilities.

**Instructions to Vendor**

To qualify for consideration, all Respondents must complete **Attachment A - Compliance Matrix**. This document serves as a critical component of the evaluation process.

- For each requirement, indicate one:
  - Complies
    - For all requirements, “Complies” means the functionality is fully developed, operational, and available in the Respondent’s current production environment at the time of proposal submission.
  - Does Not Comply
    - For all requirements, “Does not Comply” means any functionality that is not available today, including any functionality that is proposed, planned, under development, or contingent upon future enhancements.

- Requirements marked as “Complies Today” that are later determined to be inaccurate may result in disqualification.
- Provide a concise narrative with verified, factual details explaining your response. If selecting “Complies”, the narrative should list what services and/or capabilities are included with that requirement. If selecting “Does not Comply”, the narrative should include how the Respondent intends to comply, provide alternate solutions to meet the requirement, or advice what enhancements are looking to be developed/implemented in the future.
- You may include supporting documentation (e.g., diagrams, certifications, screenshots), but:
  - Documentation must directly correspond to the exact requirement
  - Irrelevant or generic materials will not be considered

**5. Value-Added Capabilities and Innovations**

Respondents are invited to propose value-added functionality, services, or approaches that are not explicitly identified in the Scope of Work but may enhance overall outcomes, efficiency, performance, or long-term value. Such proposals shall complement, and not replace, the required solution.

Value-added offerings may include innovative features, best practices, optional services, or insights based on prior experience with similar implementations. Responses should clearly describe the benefit of each item and its relevance to the proposed solution.

**6. Pricing**

Respondents should furnish a proposal that specifies pricing for the services they propose. For more information, please refer to **Exhibit 1**. Points will be awarded on the basis of the overall cost effectiveness and clarity in identifying/explaining costs.

**7. Exhibits 1 & 3**

- Please upload the completed Exhibit 1: Categories Offered and Pricing Proposal (pg. 25)
- Please upload the completed Exhibit 3: Service Designation Areas (pg. 27-29)

**8. Cooperative Contracts**

List any cooperative purchasing programs or consortiums in which your organization has been an awarded vendor, currently or in the past. Include the following:

- Cooperative Name
- Contract Scope
- Contract Duration

**9. NCTCOG/TXShare RFP Attestations (I-XII)**

Please upload the completed and signed RFP Attestations documents in the space provided in BidNet. All attestations must be included with your proposal; failure to do so may result in disqualification as non-responsive. If an attestation item does not apply, mark it as “**Not Applicable**”, sign the document, and submit it with your proposal.

## EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL

Select the categories you are offering in your proposal:

- Service Category #1: Learning Management System (LMS)

### Catalog Submission

Responding Offerors must submit a current catalog or pricing schedule for the goods or services proposed under each applicable Service Category. Offerors are strongly encouraged to use the Sample Pricing Sheet provided with this RFP. If an Offeror elects to submit an alternative pricing format, it must contain, at a minimum, all information requested in Exhibit 1 and be clearly labeled in accordance with the instructions herein.

Catalogs must be provided electronically in one of the following formats: Excel, PDF, or via a web link containing searchable pricing information. Hard-copy catalogs will not be accepted.

Catalog pricing may include percentage discounts, fixed unit pricing, or tiered pricing based on quantity. Only goods or services listed in the submitted catalog or pricing schedule will be eligible for sale under any awarded contract category.

### Catalog Submission Format – Check One:

- Sample Pricing Sheet Completed and Attached  
 Alternate Pricing Format Attached  
 Web Link to Catalog/Pricing: \_\_\_\_\_

### Pricing Submission Requirements

Respondents must provide pricing in accordance with the guidance in Section 5.12, clearly indicating whether pricing is based on Discount Pricing or Fixed Unit Pricing. Pricing must be clearly delineated by Service Category.

Offerors are strongly encouraged to submit pricing using **Attachment B - Sample Pricing Sheet** or an equivalent format that includes all required fields. The pricing submission must be clearly labeled as: **“Exhibit 1 – Pricing”**

Additional requirements include:

- Use as many pages as necessary to fully describe pricing details
- Ensure that **Exhibit 1 – Pricing** is distinct and separate from the technical and narrative portions of the proposal
- Submit all pricing information through **BidNet**.

Failure to clearly label and submit pricing in accordance with these instructions may result in the pricing proposal being deemed non-responsive.

**Important Note:** This RFP is not tied to any specific project at this time. The purpose is to secure pricing for potential future use by public sector entities. Respondents are encouraged to provide pricing models that are as descriptive and flexible as possible to accommodate the varied needs of potential users.

**EXHIBIT 2: SAMPLE MARKET BASKET FORM**

A Sample Market Basket Form is not required for this RFP.

**EXHIBIT 3: SERVICE DESIGNATION AREAS**

Texas Service Area Designation or Identification			
<b>Proposing Firm Name:</b>			
<b>Notes:</b>			
<b>Indicate in the appropriate box whether you are proposing to service the entire state of Texas.</b>			
Will service the entire state of Texas		Will not service the entire state of Texas	
<input type="checkbox"/>		<input type="checkbox"/>	
<p><b>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.</b></p>			
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)

Nationwide Service Area Designation or Identification Form			
<b>Proposing Firm Name:</b>			
<b>Notes:</b>			
<b>Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.</b>			
Will service all fifty (50) states		Will not service fifty (50) states	
<input type="checkbox"/>		<input type="checkbox"/>	
<p><b>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.</b></p> <p><b>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.</b></p>			
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