TXShare
Your Public Sector Solutions Center

REQUEST FOR PROPOSALS
For
9-1-1 Telecommunications Fee Audit and Compliance
2025-118

October 2025

REQUEST FOR PROPOSALS
For

9-1-1 Telecommunications Fee Audit and Compliance

RFP # 2025-118

Sealed proposals will be accepted until 2:00 PM CT, **November 11, 2025,** 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

Texas 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.

TABLE OF CONTENTS

RFP NUMBER: 2025-118

SECTION 1: OVERVIEW 4

SECTION 2: TXSHARE COOPERATIVE PURCHASING PROGRAM 5

SECTION 3: GENERAL INFORMATION 8

SECTION 4: EVALUATION AND AWARD 10

SECTION 5: SPECIFICATIONS 12

SECTION 6: HOW TO SUBMIT YOUR PROPOSAL 18

EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL 20

EXHIBIT 2: SAMPLE MARKET BASKET FORM 21

EXHIBIT 3: SERVICE DESIGNATION AREAS 22

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) that are qualified to provide one or more categories of the goods or services.

The desired service categories are as listed below:

Service Category #1: 9-1-1 Telecommunications Fee Audit and Compliance
Service Category #2: Other Ancillary Goods or Services

1.0.1 Definitions:

- "RFP" or "solicitation" – this Request for Proposals document;
- "Vendor" - interested business;
- "You" or "Offeror" - vendor responding with a proposal;
- "Contractor" – Offeror awarded a contract;
- "Governmental Entity" – a government agency or non-profit organization;
- "Customer" – a governmental entity.

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 fully licensed Contractors authorized to operate in the locations listed in Exhibit 3. These agreements will be awarded through the TXShare purchasing cooperative and made available to municipalities, counties, school districts, 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 their own orders. Vendors awarded contracts will be uniquely positioned to market their offerings to TXShare Members as needs arise.

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 need 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 solicit 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 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 often 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

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 make up 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 a 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) of their proposal. 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:

RFP Issued	**October 10, 2025**	
Inquiry Period Ends	**October 24, 2025**	**5:00 PM CT**
Proposal Due Date	**November 11, 2025**	**2:00 PM CT**
Planned Contract Award	**January 22, 2026**	

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

3.4 PRE-PROPOSAL CONFERENCE

There is no pre-proposal conference for this RFP.

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

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 of 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) – November 11, 2025**.

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 at 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 Need help?
Join the meeting now
Meeting ID: 255 372 753 970 2
Passcode: oq97xK7u

Dial in by phone
+1 903-508-4574,,426139076# United States, Tyler
Find a local number
Phone conference ID: 426 139 076#

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 / DEMONSTRATIONS

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
References & Client Feedback	Points will be awarded based on the clear inclusion of the required information regarding ***References***, as outlined in greater detail in **Section 6.0**.	10%
Proposal Pricing (Cost-Effectiveness/ROI)	Points will be awarded based on responses to ***Exhibit 1 - Pricing***, as outlined in greater detail in **Section 6.0**.	25%
Project-Related Experience and Qualifications	Points will be awarded based on the clear inclusion and quality of response of response regarding the required information regarding ***Project-Related Experience and Qualifications***, as outlined in greater detail in **Section 6.0**.	30%
Technical Proposal	Points will be awarded based on the clear inclusion and quality of response regarding the required details of the ***Technical Proposal***, as outlined in greater detail in **Section 6.0**.	35%
	TOTAL POSSIBLE PERCENTAGE POINTS	***100%***

SECTION 5: SPECIFICATIONS

5.0 INTRODUCTION AND BACKGROUND

TXShare, a cooperative purchasing program serving municipalities and other governmental entities across the United States, is issuing this Request for Proposal (RFP) on behalf of the North Central Texas Council of Governments (NCTCOG) and its 9-1-1 member agencies. This RFP seeks to secure experienced, results-driven firms capable of delivering comprehensive audit and compliance services related to 9-1-1 telecommunications fee remittances.

The goal of this initiative is to ensure the accuracy, transparency, and completeness of fee remittances from telecommunications carriers and service providers, which are critical to funding emergency communications infrastructure and operations. Errors in reporting, underpayments, or misallocations can significantly impact the resources available to 9-1-1 agencies, potentially impairing service delivery and public safety.

NCTCOG invites vendors to propose innovative, independent approaches to validate telecommunications carrier remittances, identify and recover underpayments, and implement strategies that strengthen long-term compliance. This effort requires a deep understanding of telecom invoicing, contract management, and usage analysis across multiple carriers and service types.

Public safety agencies face increasing pressure to optimize limited resources while maintaining high standards of emergency response. By leveraging the collective purchasing power of TXShare members, this cooperative initiative aims to secure cost-effective, scalable audit solutions that deliver measurable financial recovery, operational improvements, and sustained compliance.

Proposals should address key challenges in telecom fee validation, dispute resolution, recovery efforts, and ongoing monitoring. The selected vendor(s) will play a critical role in supporting the strategic goals of financial stewardship, operational efficiency, and service reliability across the 9-1-1 ecosystem.

5.1 CHALLENGE, OBJECTIVES, AND SCOPE OF WORK

NCTCOG seeks innovative, qualified partners to take on a results-driven challenge on behalf of 9-1-1 agencies.

Accurate remittance of fees from telecommunications carriers and service providers is essential to funding mission-critical emergency communications. Errors in reporting, underpayment, or misallocation of fees can reduce available resources and impair service delivery. This challenge requires a deep understanding of telecom invoicing, contract management, and usage analysis across multiple carriers and services.

Vendors are invited to propose comprehensive solutions that will:

- Independently validate carrier remittances and uncover and recover underpayments.
- Detect and document fee remittance errors, overcharges, contract misalignments, and billing inaccuracies.
- Conduct recovery efforts, including credit reconciliation, refunds, and dispute resolution.
- Implement ongoing monitoring mechanisms to prevent future errors and ensure long-term compliance.
- Deliver measurable impact, including financial recovery, contract optimization, and operational savings.

To fulfill these objectives, the selected vendor will be expected to:

- Conduct a comprehensive audit of all telecom fee remittances (voice, data, wireless, etc.) in accordance with the 9-1-1 agency's applicable statutes, including the Texas Health and Safety Code. Agencies in other states may have different regulations, which will be outlined in subsequent statements of work.
- Analyze usage patterns against contractual obligations to identify misapplied rates or unnecessary services.
- Initiate and manage disputes, recover unpaid fees, and secure credits.
- Provide quarterly reports that include:
  - **Audit findings**: Error details, carrier account, amount, date, and impacted 9-1-1 agency.
  - **Recovery report**: Credits, refunds, or reconciliations secured, with supporting documentation.
  - **Pending dispute tracker**: Issues escalated with carriers, current status, and estimated resolution date.

5.2 SUCCESS CRITERIA

Success will be measured based on:

- Total dollars recovered.
- Timeliness of issue resolution.
- Strategic recommendations leading to ongoing accurate fee remittance.

5.3 VENDOR QUALIFICATIONS

Vendors must demonstrate the following:

- 5 years of relevant experience **or equivalent proven expertise** in telecom auditing, cost recovery, or related financial compliance fields.
- Documented success achieving measurable client savings.
- Familiarity with a broad range of telecom billing platforms and contract structures.
- References from at least three organizations with similar scale and complexity.

Respondents should prepare a proposal that describes the products and services that they are proposing to provide. Proposals must demonstrate the respondent's capability to provide **all or part** of the requested services.
A Respondent's proposal will be evaluated only for the products and services that they propose.

NCTCOG reserves the right to select the proposal or proposals offering the most advantageous combination, with price and other evaluation criteria considered. Respondent should furnish pricing related to each item on which Respondent wishes to propose, and either leave the questions for other items unanswered (blank) or indicate "No Bid." The NCTCOG will consider items individually and make awards on each item independently.

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**.

5.4.3 Service Category Offer.

You should prepare a proposal that describes in detail the goods or services that you are proposing to provide. Proposals must demonstrate your capability to provide all or part of the requested services. A proposal will be evaluated only for the services it proposes.

5.5 CONTRACT TYPE

If awarded, your proposal will result in a fixed price contract based on submitted pricing you propose. It is at your discretion to propose either unit pricing or a percentage discount off the list price for the goods or services you wish to offer. It is generally recommended that you propose a discount, however.

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 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.

5.7 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 5.0 of these specifications. 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 the NCTCOG before addition to the contract. Individual items added to catalog awards do not require prior approval of the 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 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.

5.12 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 Pricing (Recommended)

  Responding Offerors are requested to submit a proposal that will contain specific 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.

  Catalogs offering percentage discounts must clearly identify the applicable Categories and the corresponding minimum discounts. Discounts may be tiered by category, quantity, subcategory, or other logical groupings at the Offeror's discretion.

  A link to the current list pricing must be provided ***at contract execution*** and updated, as necessary. This allows Customers to calculate the maximum item cost by applying the awarded discount to the published list price. The current 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 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.

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 may alternatively submit proposals with fixed unit prices for specific goods or services under each Category. Each item must include a 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 the 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 whey 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.

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 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.

5.12.6 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 must 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:
   - The Cover Page and Addenda acknowledgement (page 2 of this solicitation document)
   - Provide a concise statement demonstrating your understanding of the Scope of Work (Section 5.0), including.

2. ***References & Client Feedback***

   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***

   Respondents must provide a written response demonstrating their ability to meet the Vendor Qualifications outlined in Section 5.0. Responses should be organized and clearly address each of the following:

   a. Telecom Audit Experience
   - Describe your organization's experience conducting telecom audits and cost recovery.
   - Include the number of years in business and specific examples of audit projects completed.
   - Minimum requirement: 5 years of relevant experience **or equivalent proven expertise** in telecom auditing, cost recovery, or related financial compliance fields.

   b. Documented Client Savings
   - Provide quantitative evidence of measurable savings achieved for clients.
   - Include case studies or summaries showing:
     - Total savings recovered
     - Timeframe
     - Client type and scale

   c. Telecom Billing and Contract Expertise
   - Demonstrate familiarity with a broad range of telecom billing platforms and contract structures.
   - List platforms, carriers, or systems you've worked with.
   - Describe how your team identifies billing errors or inefficiencies.

   d. Additional Capabilities (Optional)
   - Describe any additional relevant experience, tools, or services your organization has previously used or developed that demonstrate your ability to successfully meet the Scope of Work.
   - Identify any subcontractors or third-party services used and explain their roles.

4. ***Technical Proposal***

Provide a detailed description of your organization's capabilities, expertise, and proposed approach to delivering the services requested. Your response should demonstrate a clear understanding of the specifications and include:

- A description of the services you propose to provide, organized by the categories listed in Exhibit 1.
- An overview of your operational methodology, including how you will manage service delivery, quality assurance, and communication with NCTCOG and Participating Entities.
- Any tools, systems, or technologies used to support service execution.
- A description of how your approach aligns with the expectations outlined in Section 5.0.
- Any assumptions or exceptions related to your proposed solution. If no exceptions are taken, please state: *"No exceptions taken."*
- Describe any additional features, enhancements, or services included in your proposed solution that go beyond the minimum requirements and add value to NCTCOG and Participating Entities.

5. ***Pricing***

Respondents must provide a clear and detailed explanation of their proposed compensation structure. While a percentage-based model tied to recovered funds is common and acceptable, alternative pricing methodologies are also welcome. Please refer to **Exhibit 1** for additional information.

Responses should include:

a. Compensation Model Description

- Specify the structure of your proposed fees (e.g., percentage of recovered funds, flat fees, tiered rates, hybrid models).
- If using a percentage-based model, indicate the rate(s) and any conditions that affect it (e.g., account age, volume, recovery type).

b. Cost-Effectiveness and ROI Justification

- Explain how your pricing model delivers value and supports a strong return on investment for NCTCOG and Participating Entities.
- Include sample scenarios to illustrate potential costs and returns.

c. Additional Fees or Charges

- Clearly identify any other costs (e.g., administrative, legal, technology fees) and the conditions under which they apply.

d. Assumptions and Exceptions

- List any assumptions made in your pricing approach.
- Identify any exceptions to the pricing terms outlined in this RFP. If none, state: *"No exceptions taken."*

EXHIBIT 1: CATEGORIES OFFERED AND PRICING PROPOSAL

Select the categories you are offering in your proposal:

☐ **Service Category #1: 9-1-1 Telecommunications Fee Audit and Compliance**

☐ **Service Category #2: Other Ancillary Goods or Services (List Below)**

_____

_____

_____

Catalog Submission

Responding Offerors must submit a current catalog for the goods or services proposed under each applicable category. Catalogs must be provided electronically, either as an excel document, PDF document or via a web link, and must include 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 will be eligible for sale under any awarded contract category.

Catalog Submission Format – Check One:

☐ Excel or PDF Catalog Attached

☐ Web Link to Catalog: _____

Pricing Submission Requirements
Respondents must provide a pricing model in accordance with the guidance in **Section 5.12**, clearly indicating whether the pricing is based on **Discount Pricing** or **Fixed Pricing**. Pricing must be clearly delineated for **Service Categories**.

Label your pricing proposal as **"Exhibit 1 – Pricing"** and use as many pages as necessary.

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		
Proposing Firm Name:			
Notes:	**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		
Proposing 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