

# *REQUEST FOR PROPOSALS*



## INFORMATION TECHNOLOGY SERVICES

IT-RFP-2024-01  
August 17, 2023



**TABLE OF CONTENTS**

Request for Proposal No. IT-RFP-2024-01

**INFORMATION TECHNOLOGY SERVICES**

I. PURPOSE.....4

II. BACKGROUND.....4

III. SCOPE OF WORK.....5

IV. SCHEDULE OF EVENTS.....6

V. CONFLICTS AND QUESTIONS .....6

VI. PROPOSAL PREPARATION AND INSTRUCTIONS.....7

VII. SPECIFIC PROPOSAL INSTRUCTIONS .....7

VIII. DISCLOSURE OF PROPOSAL CONTENTS .....8

IX. SUBMITTAL PROCESS AND INFORMATION.....8

X. SELECTION CRITERIA .....10

XI. AWARD OF CONTRACT.....11

XII. PRICING SCHEDULE .....11

**APPENDIX A**

Disadvantaged Business Enterprises and Disadvantaged Minority Business Enterprises .....12

**APPENDIX B**

Required Forms.....20

**ATTACHMENTS**

Attachment 1A Nondiscrimination Contractor/Contractor/Supplier Agreement: USDOT 1050.2 – Appendix A....35

Attachment 1B Nondiscrimination Contractor/Contractor/Supplier Agreement: USDOT 1050.2A – Appendix E..36

Attachment 1C Disadvantaged Business Enterprise Forms .....37

Attachment 2 Scope of Work.....50

**I. PURPOSE**

The Organization is soliciting proposals from qualified firms and proprietors for the management of information technology services to sustain and enhance the operations and services of the Organization. The qualified vendor will enable the Organization to significantly improve information technology (IT) effectiveness in all areas, to ensure security of data and compliance with Virginia Records Retention requirements and maximize return on investment in IT hardware and software.

Vendors are encouraged to provide as much detail as possible in this proposal regarding their capability and expertise, scope of services, and approach to protecting and securing the technology used by Organization users. This RFP requests specific information and in responding, vendors are encouraged to provide any additional information they believe is relevant.

**II. BACKGROUND**

The Organization currently uses a hybrid in-house/outsourced approach to implement its IT-related functions. The Organization has one full-time IT Manager and contracts with an IT Managed Services Provider. The Organization’s management team works with the IT Manager and the Managed Services Provider for the planning and implementation of technology-related projects as well as determining needs and potential solutions and implementing necessary software and hardware. The Organization intends to continue the hybrid approach.

The Organization desires a Managed IT Services Provider to work within the current hybrid model to provide a comprehensive team capable of enhancing the current IT infrastructure, cybersecurity and business systems and provide proactive maintenance, support and other IT-related functions and services, including a Cloud-based solution.

**A. USERS**

- a. Full-time employees: 47
- b. Part-time employees: 2
- c. Public: requires remote access to internet only while attending in-house meetings. Meetings may include up to 80 wireless users at a time.

**B. CONNECTIVITY**

Network devices are commercial products. The Organization currently has a dedicated 1GB connection with Cox Communications for primary internet access and wireless internet access.

**C. DOMAINS**

The Organization currently has 1 domain. The domain and email addresses are hosted in-house. There are approximately 82 email accounts, for both full-time and part-time employees. Some employees have multiple email account addresses.

**D. SERVERS**

The Organization has five (5) servers located in the Regional Building: a primary and secondary domain controller, a file server, a GIS server (stores GIS data and hosts a GIS license manager), and an NAS (CUBE Model NAS Storage). In addition, the Organization has) virtual servers from our primary network and are managed and monitored by a separate vendor.

**E. WORKSTATIONS**

The Organization currently has approximately 74 active workstations, which include 30 laptops, 31 desktops and one (1) Windows tablet. Employees with laptops have docking stations with connections to desktop

monitors. Employees are configured with VPN access on both organization-owned and personally owned equipment to accommodate remote work. Workstations and laptops are centrally managed for software updates, etc. by the current Managed Services Provider whereby the updates are pushed weekly.

#### F. PRINTERS

- a. The Organization has both desktop and shared printers throughout the building. These include laser printers, black & white, color, a plotter, and high-speed printers.
- b. All printers are supported by staff. Any maintenance needs are supported by outside vendors.

#### G. SOFTWARE

- a. The software applications run/accessed by each employee vary significantly, but the major platforms include:

- Adobe Creative Cloud
- Adobe desktop software
- ArcGIS Desktop & extensions
- ArcGIS Pro & extensions
- Cybersecurity Software
  - CyberCNS LightWeight Agent
  - Anti-virus
  - VPN Agent
- Data Analysis Packages
  - Python, R Studio, etc.
- Finance Software
  - GMS
  - Quickbooks
- Mac OS
- Microsoft
  - 365
  - Windows 10 and 11
  - SQL server 2005, 2008, and 2012
- Planning Software
  - CommunityViz
  - Implan
  - REMI
  - Synchro
- Transportation Analysis Software
  - CUBE
  - VISSIM
  - Highway Capacity Software
- Video Conferencing Platforms

#### H. TELEPHONE

The Organization currently uses AVAYA IP office PBX. The equipment is leased, and the network is monitored by an outside vendor. The Organization is in the process of upgrading its telephone system to a VOIP system. The equipment will be leased; however, the organization anticipates there may be a need for occasional vendor management and interface to troubleshoot issues.

### III. **SCOPE OF WORK**

The Scope of Work is included as Attachment 2.

**IV. SCHEDULE OF EVENTS**

The Organization shall make every effort to adhere to the following schedule leading to the award of a contract; however, this schedule is subject to change. Known Offerors will be notified of significant schedule changes.

**Please monitor the following websites for updated information:**

- <https://www.hrpdcva.gov/page/procurement>
- <https://www.hrtpo.org/page/procurement/>

<u>Action</u>	<u>Responsibility</u>		<u>Date</u>
Issuance of RFP	Procurement Staff		08/17/2023
Submission of Questions	Potential Offerors	2:00PM	08/31/2023
Addenda/Questions Published	Procurement Staff		09/07/2023
Submission of Proposals	Offerors	2:00PM	09/28/2023
Oral Presentations (as needed)	Offerors		10/23-25/2023
Post Intent to Award	Procurement Staff		11/17/2023
Award Contract	Procurement Staff		11/27/2023

\*There **WILL NOT** be a Pre-Proposal Conference.

**V. CONFLICTS AND QUESTIONS**

Should there be conflicts between the proposal documents and the final contract the final contract shall take precedence.

Interpretations and Requests for Substitution: Any Offeror in doubt as to the true meaning of any part of this request for proposal may submit a written request to the Procurement Office for an interpretation. The Offeror submitting a request will be responsible for its prompt and actual delivery. Any interpretation or approval will be made by addendum duly issued. A copy of such addendum will be posted on the appropriate website listed above. The Organization will not be responsible for any other explanations or interpretations of such documents which anyone presumes to make. Only questions answered by formal written addenda will be binding; oral and other interpretations or clarifications will be without legal effect.

Offerors must submit every request for interpretation or clarification regarding the services to be provided in writing. Email requests must be sent to the Procurement Office staff listed on page 1 of this RFP. Requests transmitted by facsimile must be sent to the attention of "Procurement Office" at (757) 523-4881. To be given consideration, such questions/requests must be received on the date and time noted in Section IV. Any and all such interpretations, clarifications, and any supplemental instructions will be issued in the form of written addenda that will be posted on the designated website(s) prior to the proposal submission deadline. Failure to receive such addenda shall not relieve Offerors from any obligation under the proposal as submitted.

When inquiring, replying or forwarding, please list the RFP number in the subject line. This is used to direct the email or fax to the appropriate person so the Organization may provide prompt service to your request when staff is not available.

**VI. PROPOSAL PREPARATION AND INSTRUCTIONS**

In order to be considered for selection, Offerors must submit a complete response to this solicitation. **One (1) hard copy original (marked ORIGINAL)** and **nine (9) hard copies**, and **one (1) electronic copy** of the proposal in PDF format must be submitted to the Procurement Officer by 2:00 PM EST on September 28, 2023. No other distribution of the proposal shall be made by the Offeror.

A. Proposals shall be signed by an authorized representative of the Offeror. All information requested must be submitted. Failure to submit all information requested may result in staff requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Mandatory requirements are those required by law or such that they cannot be waived and are not subject to negotiation.

B. Offerors shall examine the RFP, shall exercise their own judgment as to the nature of the whole of the work to be done, and must assume all risk for any computations or statements made in completing the proposal.

C. Proposals should be prepared efficiently and economically, providing a straight-forward, concise description of capabilities to satisfy the requirement of the RFP. Emphasis should be placed on completeness and clarity of content. Elaborate brochures and excessive promotion materials are not required or desired.

D. Proposals should be organized in the order in which the requirements are presented in Section VII of the RFP. All pages of the proposal should be numbered. Each paragraph should reference the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub-number, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the RFP section, paragraph number and sub-number should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within an area of the requirement of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

E. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in this single volume, with the exception of proprietary information (see Form 8).

## **VII. SPECIFIC PROPOSAL INSTRUCTIONS**

Proposals should be submitted as one (1) bound volume and be as thorough and detailed as possible so that the Organization may properly evaluate the Offeror's capabilities to provide the required goods/services. **Please submit the information in the order indicated below.** Offerors are required to submit the following as a complete proposal:

Complete proposals will be organized into three sections and provide the following information:

A. Section I - Required Forms (see Appendix B of RFP). All forms shall be signed and/or completed as required.

B. Section II – Technical Proposal. The Offeror shall provide a concise description of work experiences, resources, and capabilities as they relate to the Scope of Work (see Attachment 2) including but not limited to:

1. A brief history of the firm, including the number of years in business, the size of the firm, and the location of the office from which the work is to be done.

2. A statement of financial stability. Submit a copy of the most recent annual audited financial statement only if this is a public document.
3. Documentation showing a minimum of five years' demonstrated experience, preferably with public sector/government organizations, and any other specialized services.
4. A brief description of your organizational structure.
5. A description of staff and other resources that will be assigned to this contract. Include those individuals to include years of experience with similar successful contracts comparable to the requirements contained in this solicitation and years with the Offeror.
6. A description of Affirmative Action and DBE Participation. Offeror shall present documentation to describe its compliance with Federal and state nondiscrimination laws and regulations and its Small, Women-owned, and Minority-owned (SWaM) and Disadvantaged Business Enterprise (DBE) activities.
7. Exceptions to the RFP. Please provide any exceptions to the terms of this RFP that you feel are necessary in order to fulfill this solicitation.

C. Section III – Manufacturer's Price List or Vendor's Retail Price Sheet. Offerors are requested to include the Manufacturer's Price List or Vendor's Retail Price Sheet. Failure to provide the Manufacturer's Price List or Vendor's Retail Price Sheet may result in rejection of the proposal.

#### **VIII. DISCLOSURE OF PROPOSAL CONTENTS**

Offerors should be aware that the terms of the contract awarded pursuant to the RFP are public information. During the RFP submission and evaluation process, all proposals will be held in confidence and will not be revealed to or discussed with competitors, unless disclosure is required to be made by law or by court ruling. The Organization may use any or all ideas presented in any proposal. Selection or rejection of the proposal does not affect this provision.

#### **IX. SUBMITTAL PROCESS AND INFORMATION**

**One (1) hard copy original** (marked ORIGINAL), **nine (9) hard copies**, and one **(1) electronic copy** of the proposal in PDF-format shall be submitted. Facsimile copies will not be accepted. The Organization will accept proposals until 2:00 p.m. on September 28, 2023, delivered to:

Danetta Jankosky  
Procurement Officer  
Hampton Roads Planning District Commission  
723 Woodlake Drive  
Chesapeake, VA 23320

Offerors that submit a response to this RFP may be required to make an oral presentation of their proposal with participation by key personnel. The Organization reserves the right to request clarification of information submitted. Failure to provide this additional information within a reasonable time period, as specified by the Organization, shall be reason for the Offeror's proposal to be considered non-responsive. These oral presentations usually take the form of a presentation by the Offeror, then a period of Q&A by the Evaluation Committee.



The Organization shall not be responsible for any expense incurred by the Offeror in preparing and submitting a proposal, for answering any subsequent inquiries, interviews for evaluation or contract negotiations. All submissions are final and may not be withdrawn.

The Organization will only provide information (or access to same) which is readily available and does not propose to prepare any further special reports. The Organization reserves the right to charge its normal fees for materials copied.

The right is reserved, as the interests of the Organization may require, to revise and/or amend the specifications prior to the date set for acceptance of proposals; the acceptance date may be postponed if deemed necessary. Such revisions and amendments, if any, will be announced by an addendum to this solicitation on the website.

Late Proposals: To be considered for selection, proposals must be received in the Regional Building by the designated date and time (see Section IV). Proposals received after the date and time designated will be disqualified and will not be considered. The Organization is not responsible for delays in the delivery of mail by the U.S. Postal Service or private couriers. It is the sole responsibility of the Offeror to ensure that its proposal reaches the Organization by the designated date and time. Receipt of the proposals scheduled during a period of suspended business operations will be rescheduled for processing at the same time on the next business day.

Irregular Proposals: Proposals shall be considered irregular and may be rejected for any of the following reasons unless otherwise prohibited by law:

- If there are unauthorized additions or conditional conditions, or irregularities of any kind which may tend to make the proposal incomplete, indefinite, or ambiguous as to its meaning.
- If the Offeror adds any provisions reserving the right to accept or reject any award, or to enter into a contract pursuant to an award.
- If the Offeror fails to meet the proposal specifications or is unresponsive to proposal specifications, questions, and/or terms.
- If the Offeror fails to include an authorized representative's signature on company letterhead.

Withdrawal or Revision of Proposals: An Offeror may, without prejudice, **withdraw a proposal prior to the date and time specified for receipt of proposals** by requesting such withdrawal in writing before the time set for receiving proposals. Telephonic communications for withdrawal shall not be accepted.

Any Offeror may modify their proposal by email communication at any time, provided such communication is received by the Organization prior to the due date of proposals. The communication should not reveal the proposal price but should provide the addition or subtraction or other modification. If written confirmation is not received within two days after the fax, no consideration will be given to the facsimile modification.

Proposal Acceptance Period: Any proposal in response to this solicitation shall be valid for one hundred twenty (120) days. At the end of the 120 days the proposal may be withdrawn at the written request of the offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.

**Trade secrets or proprietary information** must be submitted in a separate package by an Offeror in response to this Request for Proposal and shall not be subject to public disclosure under the Virginia Freedom of Information Act; **however, the Offeror must invoke the protection of this section prior to or upon submission of data or materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary** (§2.2-4342F of the Code of Virginia). **NOTE: The entire proposal CANNOT be considered proprietary. Please reference Form 8 when replying to this section.**

**X. SELECTION CRITERIA**

An Evaluation Committee composed of representatives of the Organization and the HRMMRS will evaluate each proposal received and submit a recommendation to the Procurement Office. The Evaluation Committee will evaluate each proposal pursuant to the Organization’s standard procedures for procurement through competitive negotiation. Selection will be made on the basis of the following factors and the results of any Oral Presentations, if presentations are scheduled (see Section IV). All factors will be scored solely on the Committee’s evaluation.

- A. Evaluation of Proposals: The following evaluation criteria will be used to select the top proposal(s). If only one stands out, staff will begin negotiations with that Offeror. Should more than one stand out, the Offerors of the top proposals will be contacted for oral presentations. The Evaluation Committee will determine the final rankings following the Oral Presentations, and the top ranked firm will be contacted, and negotiations will begin. Should those negotiations fail, the second highest ranked firm will be contacted for negotiations to begin, and so forth until negotiations have been finalized.

<u>Factor</u>	<u>Point Value</u>
Customer Service / Methodology	35
Technical Approach	35
Cost	20
Strategic Planning Approach	5
DBE/SWaM	5
<u>Total</u>	100%

\* To ensure the full participation of DBEs in all phases of the HRPDC’s procurement activities, all Offerors at time of proposal submission shall complete and submit a DBE Participation Form-400. If a DBE Participation Form-400 is not submitted with proposal, it shall be determined that the Offeror was non-responsive to the DBE provisions and the proposal will not be evaluated by the selection committee. Points will be allocated under the DBE/SWaM Participation factor as described below:

- (5%) Proposal complies with contract DBE participation goal of 10% or will conduct good faith efforts to do so.
- (5%) Proposal submitted a quality DBE Participation Plan that includes innovative strategies and approaches to achieve and maintain compliance over the contract term, including firm’s past performance on meeting DBE goals, technical assistance and supportive services designed to increase participation and build capacity in the DBE community.

- B. After the Evaluation Committee’s initial evaluation of the proposals, the Committee may hold interviews with the top ranked Offerors. Offerors selected for an interview will be contacted at least two days before the Oral Presentation date noted in Section IV. Each Offeror’s presentation shall be limited to not more than 20 minutes. Any area of specific concern will be identified before the interview. The Organization reserves the right to select a proposal based both on written proposals and the Oral Presentations, if scheduled (see Section IV).

**XI. AWARD OF CONTRACT**

- A. Selection shall be made of one or more reasonable and responsive Offerors deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the request for proposal, including price if so stated. The evaluation criteria and Oral Presentations could both factor into this selection. Negotiations shall then be conducted with the highest ranked Offeror first and proceed until finalized. After evaluations have been completed, the Evaluation Committee shall recommend for contract award the Offeror that, in the Committee's opinion, made the best proposal. Should the Committee determine, in writing, that only one Offeror is fully qualified or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror.
- B. The Organization reserves the right to reject any and all proposals and waive any and all informalities and the right to disregard all non-conforming or conditional proposals or counter proposals. The Organization reserves the right to reject any proposals if investigation of such Offerors fails to satisfy the Organization that such Offeror is properly qualified to carry out the obligations and to complete the work contemplated by the contract documents.
- C. The Organization may cancel this Request for Proposals at any time prior to an award and is not required to furnish a reason why a particular proposal was not deemed the most advantageous.
- D. The RFP, including its venue, termination, and payment schedule provisions, shall be incorporated by reference into the contract documents as if its provisions were stated verbatim therein. Therefore, any exception to any provisions of the RFP shall be explicitly identified in a separate "Exceptions to RFP" section of the proposal for resolution before execution of the contract. In case of any conflict between the RFP and any other contract documents, the contract shall prevail. Please identify any "Exceptions to RFP." In the case of any conflict between the proposal and any other contract documents, the contract shall take precedence.
- E. Any and all proposals will be rejected if there is reason to believe that collusion exists among the Offerors. The signature on the face of the proposal certifies that the proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person also submitting a proposal for the same services and is in all respects fair and without collusion or fraud. Collusive bidding is a violation of the Virginia Governmental Frauds Act and federal law and can result in fines, prison sentences, and civil damage awards. Offeror's signatory agrees to abide by all conditions of this proposal and certifies that he/she is authorized to sign the proposal.

**XII. PRICING SCHEDULE:**

Proposals shall provide pricing based on the requirements and terms set forth in the RFP. Pricing shall be all-inclusive covering every aspect of the contract. No additional fees shall be added unless authorized by the Organization.

## APPENDIX A

### Disadvantaged Business Enterprises and Disadvantaged Minority Business Enterprises

The recipient in accordance with *Title VI of the Civil Rights Act of 1964, 78 stat. 252 US C 2000d- 2004d-4* and *Title 49 CFR Department of Transportation, Subtitle A, Office of the Secretary Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation*, issued pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to this invitation, and will not be discriminated against on the grounds of race, color or national origin in consideration for an award.

It is the policy of the Organization that Disadvantaged Business Enterprises (DBEs) as defined in 49 CFR Part 26 shall have the maximum opportunity to participate in the performance of DOT assisted contracts. The Commonwealth's Department of Small Business and Supplier Diversity (SBSD) has encompassed both SWaM (Small, Women-owned, and Minority-owned Business) and DBE (Disadvantaged Business Enterprise). This Department can be found at [www.sbsd.virginia.gov](http://www.sbsd.virginia.gov). This department will coordinate certification for these types of vendors. Contractors are encouraged to take all necessary and reasonable steps to ensure that SWaM and DBEs have the maximum opportunity to compete for and perform services on the contract, including participation in any subsequent supplemental contracts. If the contractor intends to subcontract a portion of the services on the project, the contractor is encouraged to seek out and consider SWaM and DBEs as potential sub-contractors. The contractor is encouraged to contact SWaM and DBEs to solicit their interest, capability and qualifications. Any agreement between a contractor and a SWaM or DBE whereby the SWaM or DBE promises not to provide services to other contractors is prohibited. If a SWaM or DBE is not certified, they must become certified (with the Virginia Department of Minority Business Enterprise) prior to your response being submitted. If a SWaM or DBE is the prime contractor, the firm will receive full credit for planned involvement of their own forces, as well as the work that they commit to be performed by SWaM or DBE sub-contractors. SWaM or DBE prime contractors are encouraged to make the same outreach efforts as other contractors. SWaM or DBE credit will be awarded only for work actually being performed by the SWaM or DBE themselves. When a SWaM or DBE prime contractor, or sub-contractor, subcontracts work to another firm, the work counts toward SWaM or DBE goals only if the other firm is itself a SwaM or DBE. A SWaM or DBE must perform or exercise responsibility for at least 30% of the total cost of the contract with its ownforce.

The Organization actively solicits including Small, Women- and Minority-owned (SWaM) and DBE (Disadvantaged Business Enterprise) businesses to respond to all Invitations for Bids and Requests for Proposals.

**I. DBE PROGRAM COMPLIANCE**

The requirements of the HRPDC Disadvantaged Business Enterprise (“DBE”) Program apply to this Agreement. It is the policy of the HRPDC to practice nondiscrimination based on social and economic disadvantage, race, color, gender, disability, and national origin in the award and performance of contracts. In consideration of this policy and pursuant to Title 49, Part 26, Code of Federal Regulations, HRPDC has enacted the DBE Program for all of its contracts.

Contractor agrees to use its best efforts to fully and completely carry out the applicable requirements of HRPDC’s DBE Program in the award and administration of this Agreement, including without limitation, all reporting requirements and established DBE participation percentage. The Contractor’s failure to carry out these requirements, as determined in good faith by HRPDC’s Procurement Officer, shall be deemed a material breach of this Agreement. This material breach may result in the termination of this Agreement and/or the pursuit of any other remedies available to HRPDC under any applicable law, ordinance, or rule, including, but not limited to those set forth in the DBE Program.

**II. DBE CONTRACT GOAL**

HRPDC has established a 10% DBE Participation Goal for this contract, as listed in the Executive Summary section of the RFP. Participation shall be counted toward meeting the contract goal based on the following:

1. Only business entities certified as DBEs are counted toward the contract DBE participation goal.
2. The Contractor may count only the total dollar value of the subcontract awarded to certified DBE subcontractor/supplier(s) toward the contract goal.
3. A Contractor can count 100 % of the DBE’s participation provided that the DBE has committed to performing at least 51% of the work with its own forces.
4. Contractor may count 100 % of DBE Manufacturer Supplier’s participation and 60% of DBE Non-Manufacturer supplier’s participation toward its contract goal.
5. When the Contractor is in a joint venture with one or more DBE business entities, the Procurement Officer, after reviewing the joint venture agreement, shall determine the percent of participation that will be counted toward the contract goal.
6. Contractor may count toward its contract goal only those DBE subcontractors/suppliers performing a Commercially Useful Function.

“DBE Commercially Useful Function” means a discrete task or group of tasks, the responsibility for performance of which shall be discharged by the DBE firm by using its own forces or by actively supervising on-site the execution of the tasks by another entity for whose work the DBE firm is responsible. In determining whether a certified firm is performing a commercially useful function, factors including, but not limited to, the following shall be considered:

- a. Whether the business entity has the skill and expertise to perform the work for which it is being utilized and possesses all necessary licenses;
- b. Whether the firm is in the business of performing, managing, or supervising the work for which it has been certified and is being utilized;
- c. Whether the DBE subcontractor is performing a real and actual service that is a distinct and verifiable element of the work called for in a contract;
- d. Whether the DBE subcontractor performed at least thirty percent (30%) of the cost of the subcontract (including the cost of materials, equipment or supplies incident to the performance of the subcontract) with their own forces.

### III. **DBE DIRECTORY**

Only DBEs who are currently certified and listed on the Virginia Department of Small Business and Supplier Diversity's (SBSD) web-based DBE Directory, may be used to meet the contract participation goal. Subcontracts award to SWaM Certified vendors cannot be substituted for DBE certified firms unless the firm is also DBE certified. The directory is available at (<http://www.sbsd.virginia.gov/>) under the DBE Vendor Directory of Virginia Unified Certification Program.

### IV. **GOOD FAITH EFFORT POLICY**

HRPDC shall reject any bid and shall not award, enter into, or amend any contract that is not supported by documentation establishing that the Bidder/Proposer has met the applicable contract DBE participation Goal or made Good Faith Efforts to the applicable contract DBE participation goal.

Good Faith Efforts are steps taken to achieve a contract DBE participation goal or other requirements which, by their scope, intensity, and usefulness demonstrate the Bidder's or Proposer's responsiveness to fulfilling HRPDC's DBE Program goals prior to the award of a contract, as well as the Contractor's responsibility to put forth measures to meet or exceed the contract DBE participation goal throughout the duration of the contract.

The Procurement Officer shall be responsible for determining whether a Contractor has made their best efforts to achieve the DBE Program contracting objectives. In making this determination, the following factors will be considered:

#### **A. SPECIFIC PORTIONS OF WORK IDENTIFIED FOR DBE SUBCONTRACTOR:**

1. Contractor listed all selected scopes or portions of work to be performed by DBEs in order to increase the likelihood of meeting the contract goal for the project.
2. Contractor listed the estimated value of each scope or portions of work identified.

#### **B. NOTIFYING CERTIFIED DBEs OF CONTRACTING OPPORTUNITIES:**

1. Contractor contacted the Procurement Officer to request submission of subcontracting opportunities on the DBE Opportunities page.
2. Contractor included a copy of each announcement or notification.

**C. INITIAL SOLICITATION & FOLLOW-UP:**

1. Contractor listed all certified DBE firms that received written notification of work items to be subcontracted and documented the certified firm's response.
2. Contractor included copies of the written notice(s) sent to certified firms.

**D. NEGOTIATE IN GOOD FAITH:**

1. Contractor provided an explanation for any rejected DBE bid or price quotation.
2. Contractor included a copy of the written rejection notice including the reason for rejection to the rejected DBE firm.

If the most qualified Contractor has not met the DBE participation Goal, after scoring, selection approval and final negotiations, the firm must apply for a Good Faith Effort (GFE) Modification or Waiver. The firm will be deemed ineligible for award of the contract unless the firm either meets the goal or receives an approved GFE Modification or Waiver from the HRPDC's Procurement Officer. However, if the Contractor fails to submit documented Good Faith Efforts as outlined, the proposal shall be considered non-responsive.

The Procurement Officer may consider the performance of other Contractors in meeting the contract DBE participation goal and may, if deemed advisable, request further information, explanation or justification from any Contractor. A Contractor's prior history utilizing DBEs will also be taken in consideration when determining Good Faith Efforts.

Good Faith Efforts shall be monitored throughout the life of the contract and evaluated on a case-by-case basis in deciding whether a Bidder or Proposer is in compliance with the Good Faith Effort policy.

**V. REQUIRED DBE FORMS for RFPs/RFQs**

To ensure the full participation of DBEs in all phases of HRPDC procurement and contracting opportunities, all Contractors at time of proposal submission shall complete and submit a ***DBE Participation Form-400 (see Attachment 1C)***.

**A. DBE Participation Form-400 (Attachment "1C"):**

1. A completed DBE Participation Form-400 shall be considered a methodology on how the Contractor plans to meet the contract DBE participation goal if awarded the contract.
2. If a DBE Participation Form-400 (Attachment "1C") is not submitted, it shall be determined that the Contractor was non-responsive to the DBE provisions and the proposal will not be evaluated by the selection committee.

**B. DBE Good Faith Effort (GFE) Form-401:**

1. If the amount of DBE participation on the DBE Participation Form-400 is less than the

Contract Goal, the selected Contractor shall complete DBE GFE Form-401. This form is used to document Good Faith Efforts when the amount of DBE participation submitted on the DBE Participation Form-400 is less than the contract DBE participation goal. The selected Contractor shall provide all required supporting documentation of demonstrated Good Faith Efforts as specified on the DBE GFE Form-401.

2. The Procurement Officer shall review the contents of all required DBE Compliance Forms and may, if deemed advisable, request further information, explanation or justification from any Bidder/Proposer/Contractor. Thereafter, the Contractor shall be bound by the established percentage, as approved by the Procurement Officer.

## VI. **CONTRACTOR COOPERATION**

The Contractor shall:

- A. Designate an individual as the “DBE Liaison” who will monitor the Contractor’s DBE participation as well as document and maintain records of “Good Faith Efforts” with DBE subcontractors/suppliers (“DBE Entities”).
- B. Execute written contracts with DBE Entities that meet the applicable DBE goals.
  1. The contractor shall provide the Procurement Officer with copies of said contracts within thirty (30) days from the date the Agreement is fully executed between HRPDC and the Contractor.
  2. The Contractor shall agree to promptly pay subcontractors, including DBE Entities, in accordance with law.
- C. Establish and maintain the following records for review upon request by the Procurement Officer:
  1. Copies of written contracts with DBE Entities and purchase orders;
  2. Documentation of payments and other transactions with DBE Entities;
  3. Appropriate explanations of any changes or replacements of DBE Entities, which may include a record of “Post-Award Good Faith Efforts” for each certified firm that the Contractor does not use in accordance with the approved DBE participation submission;
  4. Any other records required by the Procurement Officer.

The Contractor is required to maintain such records for three (3) years after completion or closeout of the Agreement. Such records are necessary to determine compliance with their DBE obligations.

- D. HRPDC is also required to capture DBE and SWaM payment information on all professional services contracts. The successful prime contractor will be required to complete the **Vendor Payment Compliance Report Form-463** for both state and federally funded projects with each invoice and within 20 days of receipt of final payment.



Failure to fulfill the DBE Participation contract goal requirement may result in HRPDC exercising the rights and remedies available in accordance with the provisions of the contract and may be considered a breach of contract. Actions against the prime vendor/Contractor may include debarment or removal of the firm from other contracts the contractor has with HRPDC.

1. Reports are required even when no activity has occurred in a monthly period.
  2. If the established percentage is not being met, the monthly report shall include a narrative description of the progress being made in DBE participation.
  3. The Contractor may also be required to submit copies of canceled checks or bank statements that identify payer, payee and amount of transfer to verify payment information as indicated on the form.
- E. Conform to the established percentage as approved by the Procurement Officer.
1. The total dollar amount of the Agreement shall include approved change orders and amendments. For a requirements contract, the total dollar amount shall be based in actual quantities ordered.
  2. No changes to the established percentage and DBE Entities submitted on DBE Participation Form-400 shall be allowed without approval by the Procurement Officer.
  3. HRPDC will not adjust the contract for any increase in cost due to replacement of DBE Entities.

## **VII. POST-AWARD MODIFICATION**

Post-award modifications are change requests made by the Contractor/Contractor to meet the DBE participating goal after the contract has been awarded and executed, but before the project has been completed, and when an approved DBE had withdrawn its services, when the DBE has been removed for just cause, or when the scope of services has been changed by HRPDC.

49 Code of Federal Regulations 26.53 (49 CFR 26.53) provides that prime Contractors/Contractors may not terminate for convenience an approved DBE working on a federally assisted contract and then perform the work of the terminated DBE. Failure to comply with regulatory or contractual requirements may result in sanctions.

The Procurement Officer may grant a post-award modification request if:

1. For a reason beyond the Contractor/Contractor's control, the Contractor is unable to use the certified DBE entity submitted on DBE Participation Form-400 to perform the specified work. The Contractor must notify the Procurement Officer of the intent for removal and substitution of a certified DBE immediately upon determination that the DBE submitted on DBE Participation Form-400 is unable to perform the specified work. In such case, the Contractor shall use and document "Good Faith Efforts" to find a similarly qualified and certified DBE entity to perform such specified work. The same criteria used for establishing "Good Faith Efforts" in maximizing the participation of DBE Entities prior to awarding the Agreement will also apply to the substitution of DBE subcontractors during the performance of the Agreement; or
2. The Contractor reasonably believes that, due to a change of scope, execution of the work in accordance with the directions from the HRPDC is unlikely to meet the established percentage or

terms. In such case, the Contractor shall use and document “Good Faith Efforts” to achieve a reasonable amount of DBE participation on the remaining work on the Agreement.

**VIII. MONITORING DBE PARTICIPATION**

To ensure compliance with DBE requirements during the term of the Agreement, the Procurement Officer will monitor the Contractor’s use of DBE subcontractors/suppliers (“**DBE Entities**”) through the following actions:

- A. Job site visits;
- B. Routine audits of contract payments to all subcontractors;
- C. Reviewing of records and reports; and/or
- D. Interviews of selected personnel.

The Procurement Officer may schedule inspections and on-site visits with or without prior notice to the Contractor/ Contractor or DBE Entities.

**IX. FAILURE TO COMPLY**

If the Procurement Officer determines in good faith that the Contractor failed to carry out the requirements of the DBE Program, such failure shall be deemed a material breach of this Agreement. This material breach may result in the termination of the Agreement and/or the pursuit of any other remedies available to HRPDC under any applicable law, ordinance, or rule, including, but not limited to those set forth in HRPDC’s DBE Program.

All DBE Compliance forms are maintained by the Procurement Office and are subject to change. Please contact the Procurement Office at [djankosky@hrpdcva.gov](mailto:djankosky@hrpdcva.gov) to request a copy of all DBE referenced documents or visit our website at [www.hrpdcva.gov](http://www.hrpdcva.gov).

**SWAM PARTICIPATION:** In accordance with the Governor’s Executive Order No. 20, the Hampton Roads Planning District Commission (HRPDC) also requires the utilization of Small, Women and Minority (SWaM) Businesses to participate in the performance of state funded contractor contracts. A list of Virginia Department of Small Business and Supplier Diversity (DSBSD) certified SWaM firms is maintained on the DSBSD web site (<http://www.sbsd.virginia.gov/>) under the **SWaM Vendor Directory** link. Contractors are encouraged to take all necessary and reasonable steps to ensure that SWaM firms have the maximum opportunity to compete for and perform services on the contract, including participation in any subsequent supplemental contracts. If the contractor intends to subcontract a portion of the services on the project, the contractor is encouraged to seek out and consider SWaM firms as potential sub-contractors. The contractor is encouraged to contact SWaM firms to solicit their interest, capability, and qualifications. Any agreement between a contractor and a SWaM firm whereby the SWaM firm promises not to provide services to other contractors is prohibited.

If portions of the services are to be subcontracted to a SWaM firm, the following needs to be submitted with your proposal and both must reference the RFP for the services:

- A. Written documentation of the prime's commitment to the SWaM firm to subcontract a portion of the services, a description of the services to be performed, and the percent of participation.
- B. Written confirmation from the SWaM firm that it is participating, including a description of the services to be performed and the percent of participation.

49 CFR Part 26 requires the HRPDC to collect certain data about firms attempting to participate in HRPDC contracts. This data must be provided on the enclosed Vendor Verification Form 6.

HRPDC is also required to capture SWaM payment information on all professional services contracts. The successful prime contractor will be required to complete The Vendor Payment Compliance Report form- 463 for both state and federally funded projects on quarterly basis.

Any SWaM firm must become certified (with the Virginia Department of Small Business and Supplier Diversity) prior to your response being submitted. If a SWaM firm is the prime contractor, the firm will receive full credit for planned involvement of their own forces, as well as the work that they commit to be performed by SWaM sub-contractors. SWaM prime contractors are encouraged to make the same outreach efforts as other contractors. SWaM credit will be awarded only for work being performed by them. When a SWaM prime contractor subcontracts work to another firm; the work counts toward SWaM goals only if the other firm is itself a SWaM. A SWaM prime contractor must perform or exercise responsibility for at least 30% of the total cost of its contract with its own force.

SWaM certification entitles contractors to participate in HRPDC's SWaM program. However, this certification does not guarantee that the firm will obtain HRPDC work nor does it attest to the firm's abilities to perform any particular work.

## **APPENDIX B**

### **REQUIRED FORMS**

- Form 1: Cover Sheet
- Form 2: Signature Letter on Corporate Letterhead
- Form 3: Addenda - signed
- Form 4: Certification of Compliance with Immigration Laws and Regulations
- Form 5: Litigation Disclosure Form
- Form 6: Vendor Certification Verification Form
- Form 7: State Corporation Commission Identification Number
- Form 8: Proprietary Information
- Form 9: References
- Form 10: Lobbyist Disclosure Form
- Attachment 1C: All DBE Forms

**FORM 1  
COVER SHEET**

**RFP#:** \_\_\_\_\_ **RFP TITLE:** \_\_\_\_\_

In compliance with this Request for Proposal, and to all the conditions imposed therein and hereby incorporated by reference, the Undersigned offers, and agrees to furnish goods/services requested in this solicitation.

---

***THIS SECTION TO BE COMPLETED BY OFFEROR:***

NAME AND ADDRESS OF FIRM:

_____	Date: _____
_____	By: _____
_____	(Sign in Ink)
_____	Name: _____
_____ Zip Code: _____	(Please Print)
	Title: _____
FEI/FINT No.: _____	Phone: _____ Fax: _____
Email: _____	Website: _____

**CONTACT INFORMATION *(if differs from above):***

Name: _____	Email: _____
Title: _____	Office Phone: _____
Address: _____	Mobile Phone: _____
_____	Fax: _____

**FORM 2**  
**PROPOSAL SIGNATURE SHEET**  
***(Must be submitted on your corporate letterhead)***

My signature certifies that the proposal as submitted complies with all Terms and Conditions as set forth in this RFP. My signature also certifies that by submitting a proposal in response to this Request for Proposals, the Offeror represents that in the preparation and submission of this proposal, said Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person, firm or corporation or enter into any agreement, participate in any collusion, or otherwise take any action in the restraint of free, competitive bidding in violation of the Sherman Act (15 U.S.C. Section 1 et seq.) or §59.109.1 through 59.1-9.17 or § 59.1-68.6 through 59.1-68.8 of the Code of Virginia. In addition, my signature certifies that the Offeror has been made aware of the initial Request for Proposals, as well as any and all addenda.

Certification of Eligibility: The firm is not ineligible to receive award of a contract due to the firm's inclusion on any Federal or Virginia State lists of debarred contractors, or otherwise ineligible to be awarded a contract using Federal or State funds.

I hereby certify that I am authorized to sign as a Representative for the Firm:

NAME OF OFFEROR: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

FED ID NO.: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

FAX: \_\_\_\_\_

DATE: \_\_\_\_\_

**FORM 3**

**ADDENDA RECEIVED AND ACKNOWLEDGED**

By signing this form, Offeror acknowledges receipt of any and all Addenda published after initial RFP was issued. **(Attach copy of all such Addenda following this form.)**

Receipt of addenda acknowledged:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**FORM 4**

**CERTIFICATION OF COMPLIANCE WITH IMMIGRATION  
LAWS AND REGULATIONS**

The Organization requires that any person or entity doing business with the Organization, including its boards and commissions, shall include a sworn certification by the Contractor or Vendor of compliance with all federal immigration laws and regulations. These laws include the *Federal Immigration Reform and Control Act*, which makes it unlawful for a person or other entity to hire, recruit or refer for a fee for employment in the United States, an alien knowing the alien is unauthorized, and §40.1-11.1 of the *Code of Virginia*, which makes it unlawful for any employer to knowingly employ an alien who cannot provide documents indicating that he or she is legally eligible for employment in the United States. The state law, in particular, places an affirmative duty on employers to ensure that aliens have proof of eligibility for employment.

Accordingly, this certification shall be completed and attached to all contracts and agreements for goods and services made by the Organization or any of its boards and commissions. Failure to attach a completed certification shall render the contract or agreement void.

***Type or print legibly when completing this form.***

**Legal Name of Contractor or Vendor:**

(Note: This is your name as reported to the IRS. This should match your Social Security card or Federal ID number.)

**Type of Business Entity:**

\_\_\_\_\_ Sole Proprietorship (Provide full name and address of owner):

\_\_\_\_\_ Limited Partnership (Provide full name and address of all partners):

\_\_\_\_\_ General Partnership (Provide full name and address of all partners):

\_\_\_\_\_ Limited Liability Company (Provide full name and address of all managing members):

\_\_\_\_\_ Corporation (Provide full name and address of all officers): *(on separate sheet, attached)*

**Doing Business As: (If Applicable):**

(Note: This is the name that appears on your invoices but is not used as your reporting name.)

**Name and Position of Person Completing this Certificate:**

**Physical Business Address:**

**Primary Correspondence Address (if different from physical address):**



Number of Employees:

Are all Employees Who Work in the United States Eligible for Employment in the United States?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

Under penalties of perjury, I declare on behalf of the Contractor/Vendor listed above that to the best of my knowledge and based upon reasonable inquiry, each and every one of the Contractor's/Vendor's employees who work in the United States are eligible for employment in the United States as required by the *Federal Immigration Reform and Control Act of 1986* and §40.1-11.1 of the *Code of Virginia*. I further declare on behalf of the Contractor/Vendor that it shall use due care and diligence to ensure that all employees hired in the future who will work in the United States will be eligible for employment in the United States. I affirm that the information provided herein is true, correct, and complete.

Sworn this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_ on behalf of \_\_\_\_\_ as evidenced by the following signature and seal:

Name of Contractor/Vendor: \_\_\_\_\_

Printed Name of Signatory: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

STATE OF \_\_\_\_\_:

CITY/COUNTY OF \_\_\_\_\_ to wit:

The foregoing instrument was acknowledged before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_, by \_\_\_\_\_.

\_\_\_\_\_  
Notary Public

Registration No: \_\_\_\_\_ My Commission expires: \_\_\_\_\_

**FORM 5**

**LITIGATION DISCLOSURE FORM**

**Respond to each of the questions below by checking the appropriate line. Failure to fully and truthfully disclose the information required by this Litigation Disclosure Form may result in the disqualification of your bid or proposal from consideration or termination of the contract, once awarded. For purposes of this disclosure form, "you" means the individual or entity in whose name the bid or proposals were submitted.**

Have you or any principal, officer or director of your company, or any individual who will be assigned to work under any contract awarded pursuant this solicitation, been convicted of a felony, or a misdemeanor involving moral turpitude, during the last ten (10) years?

Yes                       No

Have you or any principal, officer or director of your company, or any individual who will be assigned to work under any contract awarded pursuant this solicitation, been terminated (for cause or otherwise) from any work being performed for the Organization or any other governmental or private entity during the last ten (10) years?

Yes                       No

Have you or any principal, officer or director of your company, or any individual who will be assigned to work under any contract awarded pursuant this solicitation, been involved in any claim or litigation with the Organization or any other governmental or private entity during the last ten (10) years?

Yes                       No

Has any parent company or wholly owned subsidiary of your company been involved in any claim or litigation with the Organization or any other governmental or private entity during the last ten (10) years?

Yes                       No

**If you answered "Yes" to any of the above questions, please state the name(s) of the person(s), the nature, and the status and/or outcome of the conviction, termination, claim or litigation, as applicable. Any such information should be provided on a separate page, attached to this form and submitted with your bid or proposal.**

FORM 6

**VENDOR CERTIFICATION  
VERIFICATION FORM**

Vendor Name: \_\_\_\_\_

Vendor Address: \_\_\_\_\_  
\_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

E-mail Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Vendor Fax: \_\_\_\_\_

**CERTIFICATIONS**

DBE CERTIFICATION  CERTIFICATION #: \_\_\_\_\_  
NAICS CODE: \_\_\_\_\_ CERTIFYING AGENCY: \_\_\_\_\_  
DESCRIPTION: \_\_\_\_\_  
\_\_\_\_\_

SWaM CERTIFICATION  CERTIFICATION #: \_\_\_\_\_ SWaM TYPE \_\_\_\_\_

SERVICE DISABLED VET  CERTIFICATION #: \_\_\_\_\_ DATE \_\_\_\_\_  
EXP DATE: \_\_\_\_\_ CERTIFYING AGENCY: \_\_\_\_\_

**MINORITY INDICATOR**

- African American
- Asian Indian
- Asian Pacific
- Hispanic American
- Native American
- Non-Minority Woman

**FORM 7**

**STATE CORPORATION COMMISSION IDENTIFICATION NUMBER**

Pursuant to *Code of Virginia* §2.2-4311.2(b), an Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 **is required to include in its proposal the identification number issued to it by the State Corporation Commission (SCC)**. Any Offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law is required to include in its proposal a statement describing why the Offeror is not required to be so authorized.

SCC Identification Number: \_\_\_\_\_ **(REQUIRED)**

## FORM 8

### PROPRIETARY INFORMATION

Trade secrets or proprietary information submitted by an Offeror in response to this Request for Proposal shall not be subject to public disclosure under the *Virginia Freedom of Information Act*; however, the Offeror must invoke the protection of this section prior to or upon submission of data or materials and **must identify the data or other materials to be protected and state the reasons why protection is necessary** (§2.2-4342F of the *Code of Virginia*).

**Please enclose all proprietary information in a sealed envelope and attach ONLY to the ORIGINAL proposal.**

Below, please reference appropriate page numbers, Section numbers, paragraph numbers, etc. where this data should be inserted, along with an explanation as to why it is proprietary and protected by §2.2-4342F of the Code of Virginia.

**FORM 9**

**REFERENCES**

**Name of Firm:**

Address:

Contact:

Name:

Title:

Email:

Phon

e

# Years in Relationship: \_\_\_\_\_

\*\*\*\*\*

**Name of Firm:**

Address:

Contact:

Name:

Title:

Email:

Phon

e

# Years in Relationship: \_\_\_\_\_

\*\*\*\*\*

**Name of Firm:**

Address:

Contact:

Name:

Title:

Email:

Phon

e

# Years in Relationship: \_\_\_\_\_

**FORM 9 (continued)**

**REFERENCES (continued)**

**Name of Firm:**

Address:

Contact:

Name:

Title:

Email:

Phone

# Years in Relationship: \_\_\_\_\_

\*\*\*\*\*

**Name of Firm:**

Address:

Contact:

Name:

Title:

Email:

Phone

# Years in Relationship: \_\_\_\_\_

**FORM 10  
LOBBYIST DISCLOSURE FORM**

**CERTIFICATION REGARDING LOBBYING**

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the modification of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
- (3) The undersigned shall require that the language of the certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. The certification is a material representation of the fact on which reliance was placed when this transaction was made or entered into. Submission of the certification is a prerequisite for making or entering into the transaction imposed by §1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by §1352, Title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Applicant's Organization:

The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including sub-grants, contracts under grants, cooperative agreements, and subcontracts) and that all sub-recipients shall certify and disclose accordingly.

\_\_\_\_\_  
Printed name of authorized representation

\_\_\_\_\_  
Title of authorized

\_\_\_\_\_  
representation Signature Date



## Attachment 1A

### Nondiscrimination Contractor/Contractor/Supplier Agreement: USDOT 1050.2A – Appendix A

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

**(1) Compliance with Regulations:** The contractor shall comply with the Regulation relative to nondiscrimination in federally-assisted programs of the Department of Transportation (hereinafter, "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.

**(2) Nondiscrimination:** The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

**(3) Solicitations for Subcontractors, Including Procurements of Materials and Equipment:** In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.

**(4) Information and Reports:** The contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the (Recipient) or the (Name of Appropriate Administration) to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information the contractor shall so certify to the (Recipient) or the (Name of Appropriate Administration), as appropriate, and shall set forth what efforts it has made to obtain the information.

**(5) Sanctions for Noncompliance:** In the event of the contractor's noncompliance with the nondiscrimination provisions of this contract, the (Recipient) shall impose such contract sanctions as it or the (Name of Appropriate Administration) may determine to be appropriate, including, but not limited to: (a.) withholding of payments to the contractor under the contract until the contractor complies, and/or (b.) cancellation, termination or suspension of the contract, in whole or in part.

**(6) Incorporation of Provisions:** The contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto.

The contractor shall take such action with respect to any subcontract. or procurement as the (Recipient) or the (Name of Appropriate Administration) may direct as a means of enforcing such provisions including sanctions for non-compliance: Provided, however, that, in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request the (Recipient) to enter into such litigation to protect the interests of the (Recipient), and, in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

## Attachment 1B

### Nondiscrimination Contractor/Contractor/Supplier Agreement: USDOT 1050.2A – Appendix E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees to comply with the following non- discrimination statues and authorities; including but not limited to:

#### **Pertinent Nondiscrimination Authorities:**

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21;
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et. seq.*), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et. seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et. seq.*), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 U.S.C. § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;
- The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (79 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 *et seq.*)

## Attachment 1C

# Disadvantaged Business Enterprise Forms

HRPDC/HRTPO subscribes to the Virginia Department of Transportation overall goals for socially and economically disadvantaged businesses for all public spending or private projects that utilize public funding and/or incentives.

A Contract goal of 10% DBE participation has been established for this RFP. Attachment 1C forms and supporting documentation must be submitted in the proposal. Offerors shall agree to use their best efforts to assure compliance with the factors set forth in the DBE Program to meet the goal for DBE Participation in the performance of this solicitation.

Required Attachments:

- 1. DBE PARTICIPATION FORM-400**

If the amount of DBE Participation is less than contract Goal, Offerors shall complete:

- 2. DBE GFE FORM-401.**

Contact Danetta Jankosky, Procurement Officer, at (757) 420-8300 if you need assistance.

# DBE PARTICIPATION FORM-400

**Proposers:** This completed form must be submitted with your proposal. **You must complete every section of the form or your proposal will be deemed non-responsive.** If a section is not applicable to your proposal, you must explain why it is not applicable on a separate attachment or your proposal will be deemed non-responsive. The prime vendor/contractor shall select DBEs to perform, at minimum, work which corresponds in dollar value to the DBE participation goal stated in the RFP. DBEs must perform a commercially useful function as required by 49 CFR 26.55 of the Federal Register and the Contractual requirements. You may use additional pages as warranted.

## SECTION I – SOLICITATION INFORMATION

RFP/RFQ/Solicitation #: \_\_\_\_\_ RFP Due Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Contract DBE Participation Goal: % \_\_\_\_\_ \$ \_\_\_\_\_

RFP Title: \_\_\_\_\_ Description: \_\_\_\_\_

## SECTION II – PROPOSER INFORMATION

Proposer Firm Name: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Contact Person: \_\_\_\_\_  DBE #: \_\_\_\_\_  SWaM # \_\_\_\_\_  Micro

### Proposer Check the Appropriate Space Below:

- I am committed to the contract goal of 10% DBE utilization. If selected, I understand that I must submit signed commitment forms from all DBEs listed on this participation plan in order to be awarded a contract.
- I am unable to meet the DBE contract goal, however I am committed to a minimum of \_\_\_\_\_% & \$\_\_\_\_\_ of DBE utilization and will submit documentation demonstrating good faith efforts. (You must complete and submit a DBE GFE Form-401, along with all required supporting documentation or your proposal will be deemed non-responsive.)
- I am unable to meet the DBE Contract Goal (You must complete and submit DBE GFE form-401, along with all required supporting documentation or your proposal will be deemed non-responsive)

# DBE PARTICIPATION FORM-400

Contact the Procurement Officer for questions on completing this form.

Via email: [djankosky@hrpdca.gov](mailto:djankosky@hrpdca.gov)

Or 757-420-8300

**SECTION III – SUBCONTRACTOR INFORMATION:** You must list all DBE firms that have agreed to participate on the contract. **Please note:** Every DBE firm listed must be utilized on the project. To remove and/or replace a DBE Firm you must submit a DBE removal/Substitution Request Form-404, and receive approval from the Office of Business Diversity & Engagement to remove and/or replace the firm. It is the proposers responsibility to verify that the DBE firm is properly certified prior to submitting the DBE Participation Form-400. Each commitment must be accompanied by written confirmation from the listed DBE Firms that it is participating in the contract as stated in the prime consultant’s commitment. A copy of a DBE’s quote will serve as written confirmation that the DBE is participating in the contract. (Make additional copies of subconsultant form if needed)

DBE # \_\_\_\_\_  SWaM # \_\_\_\_\_  Neither

Sub-Consultant Firm Name: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

Phone No: \_\_\_\_\_ Email: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Scope of work to be performed by the DBE: \_\_\_\_\_

Dollar Value of subcontract \$ \_\_\_\_\_ % of Utilization Contract % \_\_\_\_\_ Commit to use?  Yes  No

Sub-Consultant Firm Name: \_\_\_\_\_  DBE # \_\_\_\_\_  SWaM # \_\_\_\_\_  Neither

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone No: \_\_\_\_\_ Email: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Scope of work to be performed by the DBE: \_\_\_\_\_

Dollar Value of Subcontract \$ \_\_\_\_\_ % of Utilization % \_\_\_\_\_ Commit to use?  Yes  No

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Or 757-420-8300

Sub-Consultant Firm Name: \_\_\_\_\_

DBE # \_\_\_\_\_

SWaM # \_\_\_\_\_

Neither

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone No: \_\_\_\_\_

Email: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Scope of work to be performed by the DBE: \_\_\_\_\_

Dollar Value of Subcontract

% of Utilization

Commit to use?  Yes  No

\$ \_\_\_\_\_

% \_\_\_\_\_

Sub-Consultant Firm Name: \_\_\_\_\_

DBE # \_\_\_\_\_

SWaM # \_\_\_\_\_

Neither

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone No: \_\_\_\_\_

Email: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Scope of work to be performed by the DBE: \_\_\_\_\_

Dollar Value of Subcontract

% of Utilization

Commit to use?  Yes  No

\$ \_\_\_\_\_

% \_\_\_\_\_

# DBE PARTICIPATION FORM-400

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Via email: [djankosky@hrpdcva.gov](mailto:djankosky@hrpdcva.gov)

Or 757-420-8300

Sub-Consultant Firm Name: \_\_\_\_\_

DBE # \_\_\_\_\_  SWaM # \_\_\_\_\_  Neither

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone No: \_\_\_\_\_ Email: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Scope of work to be performed by the DBE: \_\_\_\_\_

Dollar Value of Subcontract                      % of Utilization                      Commit to use?  Yes  No

\$ \_\_\_\_\_                      % \_\_\_\_\_

Sub-Consultant Firm Name: \_\_\_\_\_

DBE # \_\_\_\_\_  SWaM # \_\_\_\_\_  Neither

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone No: \_\_\_\_\_ Email: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Scope of work to be performed by the DBE: \_\_\_\_\_

Dollar Value of Subcontract                      % of Utilization                      Commit to use?  Yes  No

\$ \_\_\_\_\_                      % \_\_\_\_\_

Additional steps Proposers will take to meet DBE Contract Goal?

[Empty rectangular box for additional steps]

**ACKNOWLEDGED BY:**

Proposers acknowledges and certifies that this form accurately represents the information contained herein.

\_\_\_\_\_  
Proposer's Authorized Agent Signature

\_\_\_\_\_  
Title

\_\_\_\_/\_\_\_\_/\_\_\_\_\_  
Date

Do Not Write in Box – For Organization Use only

APPROVED	NOT APPROVED	TOTAL % UTILIZATION % _____	TOTAL DBE COMMITMENT \$ _____
BY _____	DATE ____/____/____	RFP DBE PARTICIPATION SCORE _____	



# HRPDC/HRTPO DBE COMPLIANCE FORMS

## DOCUMENTATION OF GOOD FAITH EFFORTS-401

Contact the Procurement Officer for questions on completing this form.

Via email: [djankosky@hrpdcva.gov](mailto:djankosky@hrpdcva.gov)

Or 757-420-8300

If the DBE goal established for this contract has not been met or HRPDC/HRTPO requests the submittal thereof, Good Faith Efforts (GFE) are required to be made and demonstrated on all applicable HRPDC/HRTPO contracts. Proposers are required to complete and submit DBE GFE Form-401 along with all required supporting GFE documentation.

**Proposer: This completed form along with all required supporting documentation must be furnished to Purchasing by the RFP due-date *Should the Proposer fail to comply with this request, the Proposal/bid shall be considered non-responsive.***

RFP/RFQ/Bid/Solicitation/Other #: \_\_\_\_\_ Bid/Proposal Amount \$ \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Description: \_\_\_\_\_

Name of Prime: \_\_\_\_\_ has satisfied the requirements of the bid/proposal specifications for the above referenced BID/RFP/RFQ or solicitation by the HRPDC/HRTPO in the following manner: *(Please check the appropriate space)*

- The Bidder/Proposer is unable to meet the DBE contract goal and has completed and submitted DBE GFE Form-401 along with all required supporting GFE documentation.**
- The Bidder/Proposer is unable to meet the DBE contract goal, however is committed to a minimum of \_\_\_\_\_% DBE utilization on this contract and has completed and submitted DBE GFE Form-401 along with all required supporting GFE documentation.**

I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND CORRECT.

**PRINT NAME:** \_\_\_\_\_ **SIGNATURE:** \_\_\_\_\_, **TITLE:** \_\_\_\_\_

Instructions: Please complete sections A through D and include all specific supporting documentation as outlined below. All sections of this form must be completed, or your response will be deemed non-responsive. If you feel that any section of this form is not applicable, do not respond/write not applicable or NA. You must provide a written statement as to why section is not applicable to your response. Attach additional pages if necessary.

- SPECIFIC PORTIONS OF WORK IDENTIFIED FOR DBE SUBCONTRACTOR: Complete section A.
- NOTIFYING CERTIFIED DBEs OF CONTRACTING OPPORTUNITIES: Please attach a copy of the announcement and written notices distributed to DBE(s). Example: Newspaper, email, mail correspondence, and community outreach notices, etc.
- INITIAL SOLICITATION & FOLLOW-UP OF INITIAL SOLICITATION: Bidders/Respondents may only solicit from the State and Local Disadvantaged Business Enterprise directories located on the SBSB website.

## DOCUMENTATION OF GOOD FAITH EFFORTS-401

- A. **SPECIFIC PORTIONS OF WORK IDENTIFIED FOR DBE SUBCONTRACTOR:** You must list all selected scopes or portions of work to be performed by DBE(s) in order to increase the likelihood of meeting the contract goal for this project and the estimated value of each scope or portions of work identified. Use additional pages if warranted.

Scope or Portions of Work Identified for DBE Participation		Estimated Value	% of Contract Value
1.		\$	
2.		\$	
3.		\$	
4.		\$	
5.		\$	
6.		\$	
7.		\$	
8.		\$	
9.		\$	
10.		\$	
11.		\$	
12.		\$	
<b>TOTAL</b>		\$	

- B. **NOTIFYING CERTIFIED DBEs OF CONTRACTING OPPORTUNITIES:** Please complete all fields below, list all sources of advertisement and outreach to DBE subs.

- I. Did you attend all pre-bid and/or outreach meetings scheduled by HRPDC/HRTPO to inform DBEs of subcontracting opportunities?

YES	NO	Date of Meeting

- II. Did you contact HRPDC/HRTPO's Office of Business Diversity and Engagement to request submission of your subcontracting opportunities on BE Hampton Roads page or HRPDC/TPO website?

YES	NO	Date of Submission

# DOCUMENTATION OF GOOD FAITH EFFORTS-401

Contact the Procurement Officer for questions on completing this form.

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Or 757-420-8300

**III. ADVERTISING SUBCONTRACTING OPPORTUNITIES:** You must identify publications in which announcements or notifications were placed and published. Include a copy of each announcement or notification.

Source of Advertising/Outreach	What subcontracting areas of work were advertised?	Date of Ad	Due Date & Time for Sub Bids		OBDE VERIFICATION
			Date	Time	
1.					
2.					
3.					
4.					

**C. INITIAL SOLICITATION & FOLLOW-UP:** You must complete all fields below, list all certified DBE firms that received telephone or e-mail notification of work items to be subcontracted. If no response was received to the initial solicitation, you must indicate when firms received subsequent telephone or email solicitations (list delivery date, or read receipt date, and certified firm’s response). You must include copies of the physical and/or electronic notice(s) sent to certified firms. Use additional pages as warranted.

DBE FIRM & CONTACT	PHONE	Scope of Work Solicited	Date of Written Notification	Result of Initial Communication	Date of Follow-up and Method of Contact (Phone, Fax, Email)	Result of Follow-up Communication
<i>Ex. ABC Company /Jane Smith</i>	<i>(504) 123-4567</i>	<i>Legal services</i>	<i>01/01/14</i>	<i>Will submit a quote</i>	<i>01/10/14</i> <i>email</i>	<i>Quote received</i>
1.						
2.						
3.						
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6.						
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8.						
9.						
10.						
11.						
12.						

DBE FIRM & CONTACT	PHONE	Scope of Work Solicited	Date of Written Notification	Result of Initial Communication	Date of Follow-up and Method of Contact (Phone, Fax, Email)	Result of Follow-up Communication
<i>Ex. ABC Company /Jane Smith</i>	<i>(504) 123-4567</i>	<i>Legal services</i>	<i>01/01/14</i>	<i>Will submit a quote</i>	<i>01/10/14</i> <i>email</i>	<i>Quote received</i>
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HRPDC/HRTPO DBE COMPLIANCE FORMS  
**DOCUMENTATION OF GOOD FAITH EFFORTS-401**

Contact the Procurement Officer for questions on completing this form.  
 Via email: [djankosky@hrpdcva.gov](mailto:djankosky@hrpdcva.gov)  
 Or 757-420-8300

D. **NEGOTIATE IN GOOD FAITH:** You must provide an explanation for any rejected DBE bid or price quotation, unless another DBE is accepted for the same work.

I. Where price competitiveness is not the reason for rejection, you must complete all fields below and provide a copy of the written rejection notice including the reason for rejection to the rejected DBE firm. A meeting may be held with the rejected DBEs, if requested to discuss the rejection. Use additional pages as warranted. You must attach a copy of the notice.

DBE Subcontractor	Scope	Date rejection notice sent	Reason	Meet with DBE Sub?		
				Yes	No	Not requested

HRPDC/HRTPO DBE COMPLIANCE FORMS  
**DOCUMENTATION OF GOOD FAITH EFFORTS-401**

Contact the Procurement Officer for questions on completing this form.  
 Via email: [djankosky@hrpdcva.gov](mailto:djankosky@hrpdcva.gov)  
 Or 757-420-8300

II. Where price competitiveness is the reason for rejection, you must complete all fields below and attach copies of all DBE and non DBE bid quotes. Use additional pages as warranted.

DBE Subcontractor	Scope	Quote	Non DBE Subcontractor	Scope	Quote	Price Variance (+/-)
		\$			\$	
		\$			\$	
		\$			\$	
		\$			\$	
		\$			\$	
		\$			\$	
		\$			\$	
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		\$			\$	
		\$			\$	

III. **NEGOTIATE IN GOOD FAITH:** You must provide a copy of all correspondence documenting negotiation efforts including copies of DBE and non-DBE quotes and copies of written rejection notices.

IV. **OTHER:** Please provide narrative details of any other efforts your firm conducted to attain the DBE goal. Use additional pages as warranted.

**Do Not Write in Box – For Organization Use Only**

APOPROVED	NOT APPROVED	TOTAL % UTILIZATION % _____	TOTAL DBE COMMITMENT \$ _____
BY _____	DATE _____/_____/_____	RFP DBE PARTICIPATION SCORE _____	

**Attachment 2**  
**SCOPE OF WORK**

Request for Proposal No IT-RFP-2024-01  
IT Managed Services

The successful IT vendor will provide the Organization with all the following services. The IT vendor shall not subcontract any portion of the services to be performed under the contract without the prior written agreement of the Organization.

The IT vendor shall perform the Scope of Work as outlined in the RFP, which will be integrated into the final contract. The Scope of Work shall not be deemed to be all-inclusive and may be changed from time to time to meet the needs of the Organization.

**I. CUSTOMER SERVICE / METHODOLOGY**

**a. Help Desk Approach / Methodology**

The IT vendor will detail their approach to providing Organization staff with IT support. The proposal should include the general process for staff to request assistance, how issues will be escalated, and average response time at each level of support. Processes should include call-in, online ticket submission, commenting, and tracking. The IT vendor should maintain historical support data which will be available by user or issue type to efficiently address repeat or similar issues. Support must be provided during business hours (Monday – Friday, 8:00am – 4:30pm EDT/EST).

**b. After Hours/ Emergency Service**

The IT vendor will detail technical, communication, and IT support services in the event of emergency situations or outside of normal business hours, 24x7x365. The proposal should clearly outline how various levels of support are defined and how the IT vendor handles a situation in which multiple customers are affected by the same emergency, whether it is geographic, technical, or another challenge or issue.

**II. TECHNICAL APPROACH**

**a. Management of Local IT Infrastructure**

Proposals will include an approach to scheduled, preventative maintenance for equipment that is promptly performed. The approach should include documentation of the development and testing of back-ups and disaster recovery plans. The selected IT vendor will be required to set up new users and edit or remove existing users when requested, thus managing the computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. If required, the IT vendor will also install new servers, including necessary software, and transfer data upon installation.

The selected IT vendor will work closely with the Organization’s IT Manager to perform basic support functions including:

- Installing and maintaining the functionality of PCs, monitors, laptops, printers, and software.
- Diagnosing and correcting hardware and software application problems.
- Configuring laptops, tablets, and desktops (or equivalent) for standard applications.



- Identifying and correcting hardware problems.
- Performing advanced troubleshooting.
- Aiding with software and hardware purchases when requested by designated Organization personnel. The IT vendor will review invoices as requested for verification of services.
- Compile/update inventory of all information technology related assets.

The IT vendor should identify the primary point of contact within the company, recognizing that other vendor employees may work on specific issues or projects. The primary point of contact will act as the Organization's liaison/representative for all IT related matters with other vendors and Organization departments under the scope of the Agreement. The IT vendor will be available for meetings as directed by the Executive Director.

**b. Update Approach**

The proposal should include the process by which updates, patches, and/or any necessary software/hardware changes will be implemented on Organization machines. This portion should include any pre-testing and user policy requirements.

**c. Remote Work Environment**

The Organization is a hybrid working environment. The proposal should include options for how Organization staff can securely access on-site resources remotely with both provided and personal devices (all operating systems).

**d. Software/Third-Party Vendor Management**

The IT vendor is expected to provide timely and effective support to address issues that arise with software programs and web-based applications utilized by the Organization for regional planning and business operations. While it is understood that the IT vendor cannot be experts in every software program, it is important for them to possess the necessary skills and resources to quickly assess issues and implement appropriate resolutions. This includes diagnosing problems, identifying the root cause of the issue, communicating with Organizational program experts where applicable (specifically for GIS and travel demand modeling), and implementing a solution. In cases where the IT vendor is unable to resolve an issue independently, they should work collaboratively with the software vendor (and Organization staff experts where appropriate) to obtain an effective and validated resolution.

To ensure productive workflows and minimize downtime for staff impeded by technical issues, the IT vendor should prioritize issues based on their severity and impact on workflow. This may involve establishing a triage process to quickly identify and address critical issues, while also working to prevent issues from occurring in the first place through proactive maintenance and monitoring of software programs.

In summary, the IT vendor should demonstrate a proactive and collaborative approach to addressing software-related issues, with a focus on minimizing disruption to organizational workflows and ensuring consistent, reliable performance of all software programs.

**e. Cybersecurity**

Proposals must include the IT vendor's 24x7x365 monitoring and notification practices in addition to utilization of virus/intrusion detection programs to be utilized on the Organization servers, email and all other Organization computers and laptops. Also included should be the IT vendor's method of preventive cybersecurity measures such as security audits, penetration testing, spam

reduction, and policy / training recommendations. The selected IT vendor will be required to develop and implement a method to track and identify IT assets by location or user, and the characteristics of each device. Devices should be physically tagged to match their electronic record. This should be updated whenever a new device is added or removed. Lastly, proposals will need to detail the technical and policy method for securing end-user device, especially during login.

### **III. COST**

- a. Proposal must include a detailed breakdown of the following cost associated IT Support:
  1. Onboarding / Start Up  
An itemized list of costs associated with migrating the Organization into vendor's IT management service.
  2. Ongoing Monthly Cost  
An itemized list of recurring cost of providing services requested in this document. Itemization should include mandatory and optional monthly costs.
  3. Special Projects  
A detailed method and cost associated with completing one-off work outside the scope of this document.

### **IV. STRATEGIC PLANNING APPROACH**

- a. Assessment / Implementation  
The Organization has a working infrastructure. Our interest is for the IT vendor to assess our existing network environment and make recommendations that would allow for tomorrow's IT today, connecting anyone, anywhere, anytime, and on any device - securely, reliably, and seamlessly. The network should provide a platform for collaboration, allowing existing and proposed voice, video, and web conferencing; messaging and mobile applications that will maintain connectivity and increase productivity. The network infrastructure should provide optimization, scale, and security for collaboration and virtualization and encompass routing and switching, Wireless LAN and WAN, and RFID possibilities.
- b. Cloud Computing Migration Strategy  
Proposals should include a high-level synopsis, with associated costs, for migration of the Organization to a fully cloud-based environment.