

# **1. RFQ Milestones, Instructions, and Information**

This Request for Qualifications is being issued by the Lower Colorado River Authority (LCRA). LCRA is conservation and reclamation district of the State of Texas created pursuant to Article XVI, Section 59, of the Texas Constitution.

## **RFQ 10082 – HOTLINE SERVICES**

### **MILESTONES**

<b>DATES</b>	<b>MILESTONES</b>
January 20, 2016	RFQ Issued
January 28, 2016	Deadline for Questions
February 2, 2016 3:00 PM CST	RFQ Deadline
February 29, 2015	Anticipated Award Date

### **INSTRUCTIONS**

- Contact.** Questions regarding the RFQ must be submitted via email ONLY to the LCRA Authorized Agent at [paige.mcdonald@lcra.org](mailto:paige.mcdonald@lcra.org) by the date indicated in the milestone block. LCRA shall attempt to answer inquiries concerning the RFQ, but shall not be obligated to do so. **The LCRA Authorized Agent is the sole LCRA point of contact from RFQ issuance until contract award.** Do not rely on information from any other source. **Contact with other LCRA personnel initiated by an Offeror may be grounds for disqualification** of its proposal at LCRA's sole discretion.
- RFQ Documents provided by LCRA.** The following documents are included as part of this RFQ. Offeror shall follow instructions contained herein or in the document itself for completing and returning these documents to LCRA.

<b>Document</b>	<b>Location</b>
1. RFQ Milestones, Instructions, and Information	Separate word file, included with this RFQ
2. RFQ Supplier Response Form	Separate excel file, included with this RFQ
3. Qualification Package Requirements	Separate word file, included with this RFQ
5. Terms and Conditions	Separate word file, included with this RFQ
Attachment A	Final page of this document

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3. **RFQ Submission Requirements.** Offeror shall prepare its request for proposal on forms furnished by the LCRA or as otherwise specified herein. Incomplete forms, schedules and information sheets may be grounds for disqualification. An item which in the opinion of LCRA is not in exact compliance with the RFQ, and which has not been modified or clarified may, at LCRA's discretion, be considered an exception to the RFQ or be rejected as a non-conforming offer. LCRA will not be responsible for any cost or expenses associated with the preparation or submittal of the Offeror's response. **The following documents shall be returned to LCRA by the RFQ deadline:**

Document	File Type	Comments
A. RFQ Supplier Response Form. Complete blue shaded areas.	MS Excel	One per submittal
B. Qualifications Package. Include all information requested in the Qualifications Requirements Package Document. Sections of package should be numbered as indicated in the Qualifications Requirements Package Document. A separate qualifications package per scope OR a qualifications package divided into sections by each scope should be submitted. All elements of the qualifications package are required for <b>each</b> scope.	At discretion of Offeror	Submitted for each scope of work.
C. Terms and Conditions (See Section 5 below)	MS Word	One per submittal
D. Certifications	At discretion of Offeror	One per submittal
Signed Attachment A	MS Word	One per submittal
Audited Financials	At discretion of Offeror	One per submittal

4. **Submission of RFQ Responses.** RESPONSES MUST BE RECEIVED ON THE DATE INDICATED IN THE MILESTONES BLOCK. Responses will only be accepted via e-mail to [ebids@lcra.org](mailto:ebids@lcra.org). Responses received after the due date shall be considered late and may be rejected. You are solely responsible for ensuring that your complete RFQ response is sent to and received by LCRA on or before the deadline. LCRA takes no responsibility for responses that are prevented from reaching the proper destination server by any LCRA anti-virus or other security software. Responses will not be publicly opened. Responses shall be considered valid legal offers for a period of one hundred-twenty days (120) days after deadline.
5. **Exceptions to Terms and Conditions.** Offerors shall submit exceptions to LCRA electronically in the Word Document accompanying the proposal with proposed alternative language (redlines). Exceptions will not be allowed after the RFQ closing date and time. The amount and nature of exceptions may be grounds for disqualification. Should Offeror take no exception to the terms and conditions of the contract, Offeror shall return a signed Contract along with its proposal.
6. **Organizational Chart.** Offeror shall provide an organizational chart showing the names and titles of the sales, service, technical, legal, financial, and any other relevant organizations of company, showing how the organizations relate to each other, identifying the person or persons signing this RFQ response, and any and all persons whose approval is needed to improve this offer and/or execute a contract resulting from such an improved offer, and senior management who would be involved in dispute resolution.
7. **Review the documents noted below.** Unless Offeror notifies LCRA in writing by the RFQ deadline, it is presumed by LCRA that following documents have been read, understood and agreed to by the Offeror. The documents can be downloaded from: [http://www.lcra.org/about/doing\\_business/index.html](http://www.lcra.org/about/doing_business/index.html)

- Supplier Diversity Purchasing Guidelines

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## 8. SUCCESSFUL OFFEROR MUST TAKE THE FOLLOWING ACTION WITHIN 7 DAYS FROM NOTICE OF INTENT TO AWARD:

Requirement	Action
Signed Contract by authorized representative	Return to LCRA
Insurance Policies	Provide a copy of the insurance policies with endorsements to LCRA
Signed Confidentiality Agreement	Return to LCRA
Vendor Registration	Complete vendor registration at: <a href="http://www.lcra.org/about/doing_business/supplieraccounts.html">http://www.lcra.org/about/doing_business/supplieraccounts.html</a>

## INFORMATION

- Evaluation Criteria.** Offeror's response will be evaluated as outlined below, as applicable, (not in order of precedence):

Criterion
Ability to Perform/Provide
Quality
Services

- LCRA Reservation of Rights.** LCRA reserves the right to reject any and all RFQ responses, and to waive irregularities or informalities in any response. LCRA may request additional written or oral information from Offerors to obtain clarifications with respect to their responses. LCRA may award contracts from responses without discussions. LCRA reserves the right to delay the response opening, to evaluate alternate responses and to make multiple and/or split awards from this RFQ. If you take issue with the contents of a response, or a contract award decision as a result of this response, refer to LCRA Issue Resolution Procedures posted at [http://www.lcra.org/about/doing\\_business/index.html](http://www.lcra.org/about/doing_business/index.html). LCRA engages in business with only responsible Offerors with sound management, quality control, capacity, experience, financial resources, and ethics to perform its contract. LCRA reserves the right to employ a variety of means to determine the responsibility of potential Offerors, including evaluating its past experience with the Offeror.
- Conflict of Interest – Chapter 176 of the Texas Local Government Code.** Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that any vendor or person considering doing business with a local government entity disclose in the Questionnaire Form CIQ, the vendor or person's affiliation or business relationship that might cause a conflict of interest with a local government entity. By law, this questionnaire must be filed with the records administrator of LCRA no later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code. A person commits an offense if the person violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor. For more information or to obtain Questionnaire CIQ, go to the Texas Ethics Commission Web page.
- Discussions with Offerors and Revisions to Responses.** LCRA reserves the right to determine when and with whom to conduct discussions. Discussions with Offerors may include but not be limited to the purpose of clarification or to assure full understanding of, and responsiveness to, the RFQ requirements. As a result of such discussions, revisions may be permitted after initial submissions and prior to award.. In conducting discussions, LCRA shall not disclose to an Offeror any information derived from response submitted by competing Offerors. The purpose of such discussions may include: further understanding of Offeror's qualifications, scope, schedule, proposed project approach, experience and availability of personnel and facilities.
- Revisions to RFQ.** Nothing in the instructions shall limit LCRA's right to revise the RFQ.
- Confidential Information.** The LCRA is subject to the Texas Public Information Act, Texas Government Code Chapter 552. Any information submitted to the LCRA by an Offeror shall be available to the public unless it is clearly marked "CONFIDENTIAL". If another party requests access to information marked

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confidential, then LCRA shall ask the Offeror if the information may be released. If the Offeror denies the release of the information, LCRA shall refer the matter to the Texas Attorney General's Office where the Offeror shall be responsible for substantiating the confidentiality of its information. The Attorney General's ruling on the matter shall be conclusive.

- 7. Award and Execution of Contract.** LCRA shall evaluate the responses in accordance with the RFQ requirements. The contract will be awarded to the best evaluated Offeror(s). Contracts shall be neither considered awarded nor binding until such time that both parties have executed the Contract. LCRA shall not be liable for any delays prior to the award or execution of Contract.



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## **ATTACHMENT A**

In conjunction with the electronic RFQ Supplier Response Template, the undersigned Offeror declares: (a) that it has reviewed the Terms and Conditions, Scope of Work, and all other documents herein; (b) that the signatory has the authority to bind the company to the formal legal offer; (c) that through its authorized personnel it has personally examined the location of the proposed work and has determined the amount and character of the proposed work and the supervision, labor, tools, material as identified, and equipment necessary to complete the same in compliance with the specification and contract documents (if applicable); (d) that prior to the submission of this response, and prior to the award of any contract resulting from this response, neither the Offeror, nor any of its subcontractors, nor their agents, nor employees have or will: (1) offer or give gratuities to an LCRA employ or affiliate, (2) pay a kickback to obtain favorable treatment in connection with an LCRA contract, (3) “buy-in” to obtain a contract with LCRA, (4) participate in practices which unlawfully eliminate competition or restrain trade such as collusive bidding or negotiating, follow the leader pricing, rotation of low bids, collusive price estimating, or sharing of business with other Offerors, and (5) commit bribery to obtain favorable treatment by LCRA or any affiliates; (e) that either (1) no delinquent corporate franchise taxes are owed the State of Texas under Chapter 171, Tax Code or (2) the Offeror is not subject to the corporate franchise tax in Texas; and (f) that it has never been debarred or suspended from doing business with the federal government.

Company Name: \_\_\_\_\_

Title: \_\_\_\_\_

Print Name: \_\_\_\_\_

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

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