REQUEST FOR PROPOSALS
For
Electronics Console Cleaning Service
RFP # 2019-004

Sealed proposals will be accepted until 2 PM Local Time October 31, 2018 and then publicly opened and read aloud thereafter.

The SHARE Purchasing Cooperative, a program of the North Central Texas Council of Governments ("NCTCOG"), seeks an experienced firm to provide electronic communications consoles cleaning services. The purpose of this Request for Proposals ("RFP") is to solicit responses that result in a contract with one or more qualified vendor(s).

Console Cleaning Specialists dba Communication Center Specialists
Legal Name of Proposing Firm

Drew Womble
Contact Person
Vice President of Sales
Title

919-770-2059
Telephone Number
Drew@ccmspecialists.com
E-Mail Address

472 Penning Road
Street Address of Principal Place of Business
Chehalis, WA 98532
City/State
Zip

PO Box 538
Complete Mailing Address
Chehalis, WA 98532
City/State
Zip

Acknowledgment of Addenda Received: #1 DW #2 DW #3 DW #4 DW #5 DW

By signing below, your company agrees that they have read and agreed with the General Terms and Conditions, Instructions to Respondents and the solicitation requirements. Failure to submit all requested information may result in rejection of your company's proposal as non-responsive.

Authorized Signature

PLEASE USE THIS PAGE AS THE COVER SHEET FOR YOUR PROPOSAL
Request for Proposals 2019-004

Electronics Console Cleaning Service

RESPONSE FORM

Communication Center Specialists

Prepared by:

Drew Womble
V.P. of Sales
The founder of Communication Center Specialists pioneered the process required to thoroughly clean and maintain the specialized furniture and other equipment utilized in Emergency Communication Centers. 10 years later we have customers in 35 states and over 500 customers. CCS has dedicated itself to the 9-1-1 industry and it is the only market we work in. This allows our crews to be aware of the seriousness of the environment they are in. CCS can completely clean and disinfect Emergency Dispatch consoles using all natural, hypoallergenic cleaners while the center remains live. We utilize a customized vacuum system that is set up outside of the center with only the hose entering the communication center, this allows our crews to work quietly and efficiently while still removing all the dust and other debris that are found within the Console Furniture.
# Contents

<table>
<thead>
<tr>
<th>TAB</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAB A</td>
<td>LETTER OF TRANSMITTAL</td>
<td>1</td>
</tr>
<tr>
<td>TAB B</td>
<td>EXECUTIVE SUMMARY</td>
<td>4</td>
</tr>
<tr>
<td>TAB C</td>
<td>KEY PERSONNEL</td>
<td>5</td>
</tr>
<tr>
<td>TAB D</td>
<td>TECHNICAL PROPOSAL</td>
<td>6</td>
</tr>
<tr>
<td>TAB E</td>
<td>REFERENCES</td>
<td>8</td>
</tr>
<tr>
<td>TAB F</td>
<td>REQUIRED DOCUMENTS</td>
<td>10</td>
</tr>
<tr>
<td>TAB G</td>
<td>PRICE</td>
<td>11</td>
</tr>
</tbody>
</table>
On behalf of Communication Center Specialists, Inc. (C*C*S), we would like to thank the North Central Texas Council of Governments for the opportunity to provide a proposal for Electronics Console Cleaning.

C*C*S has grown and proven our business of Cleaning and Servicing Emergency Communication console furniture. Currently we are servicing over 300 Dispatch centers in 35 states on an annual basis.

We have witnessed and heard the concerns of directors, supervisors, telecommunicators and radio/IT technicians alike:

- Dusty and Dirty Consoles, paper clips, pencils, food, candy, etc. that have slipped into the cabinets and into irretrievable areas.
- Health Issues: Asthma, Allergies, Illness, Viruses
- Consoles that are out of alignment and in a state of disrepair.
- Keyboards and Mice that are just Plain disgusting
- Computer equipment with Dust clogging their fans causing overheating

All of these issues add to problems with computer maintenance, console operability, dispatcher health and the overall aesthetic look of your center. They can also add unexpected and potentially substantial costs to your operating budget for repair/replacement. We know you have invested in the best dispatch consoles on the market. We want to help you protect that investment and extend the life of your products through our Detailed Console Cleaning and Preventive Maintenance agreements.

C*C*S consists of a team of Professionals that are very familiar with 9-1-1 dispatch, its associated technologies and its unique challenges. The challenge is to provide a once or twice a year console cleaning and preventative maintenance service that will allow the dispatchers to still do their jobs with minimal interruptions/noise while keeping the security of the center intact. We have heard your concerns and have responded with an affordable program to help maintain the quality and extend the life of your dispatch console furniture as well as create a healthy working environment for your team.

We trust that this Executive Summary overview as well as the attached brochures and documentation will provide a clear understanding of the proposed C*C*S services and our commitment to our customers. We look forward to a long-term partnership with North Central Texas Council of Governments.

Cordially,

Drew Womble  
Vice President of Sales  
Communication Center Specialists
The following individuals represent the various departments within Communication Center Specialists. Their resumes are attached with this document.

*Drew Womble-Vice President of Sales*
- Procurement, Contracts and Presentations

*Tara Brown-Director of Scheduling*
- Scheduling of Services, Billing Inquiries

*Tadd Doolin-Director of Operations*
- Service Crew Assignments, Quality Control

All our Service Technicians hold CJIS Certifications, the certificates will be provided to each center before service.
Communication Center Specialists will provide our Detailed Cleaning and Preventative Maintenance Service (See Scope of Work Attachment XI) for all 162 9-1-1 positions within the 43 PSAP’s of the NCTCOG. Other agencies within the NCTCOG that purchase a service from Communication Center Specialists, that service will be billed per the number of positions requested by that specific agency.

Communication Center Specialists will provide our service to all 16 counties that make up the NCTCOG. We will also provide service to any region of Texas. CCS can provide service to any size PSAP, we have customers ranging from 1 position to 225 positions.

All Service Technicians hold CJIS Certifications, they are all direct employees of Communication Center Specialists. CCS does not subcontract employees. All employees are thoroughly screened prior to being hired, as well as during employment. CCS will provide any information required for agency specific background investigations at the time of scheduling. Should access be denied for a CCS employee we will schedule for another employee to take their place on the service crew.

Communication Center Specialists developed the process of thoroughly cleaning and maintaining 9-1-1 dispatch furniture without increasing the noise level in the environment. We utilize a modified vacuum system that allows the vacuum to be located up to 150 feet away from the dispatch room. This not only allows for there to be little to no noise added to the environment, it also prohibits any dust to be released back into the air. All dust and debris are transported through the anti-static hose and captured in our vacuum and filtered through a level 5 HEPA filter.

Our service crews travel to each location with all the required equipment. The kits consist of two large rolling bags that will be kept with the vacuum system out of the main dispatch room. This allows there to be even less disruption to the normal operations of the PSAP.

1. Communication Center Specialists will provide services to all 16 Counties that make up the NCTCOG as well as any other region in Texas.

2. Communication Center Specialists provides the following services:
   a. Cleaning and Preventative Maintenance
   b. Wire management
   c. Project Management/Furniture Moves
   d. Steam Cleaning Chairs
   e. Hydrogen Peroxide Wipes
   f. Patlite Status Lights
   g. Bergvick Raised Flooring

More information can be found at www.commcenterspecialists.com
3. Our process which involves an extensive 30-point process that our service crew of two employees conducts on each individual position. The attached scope of work lists out what steps our crews take to make sure that each position is cleaned and maintained to the highest standard. It normally takes 1-3 hours at each position to accomplish the detailed level of cleaning and maintenance we provide. We only require one vacant position at a time as our crews finish with that position it can then be occupied and our crew moves to the newly vacant position.

4. In 2007 Thad Parker realized the need for cleaning and maintaining the furniture and equipment stored within dispatch consoles. He realized that even though emergency communication centers sometimes had a janitorial staff they didn’t clean on or in the console itself. Thad embarked on a year long journey to develop our 30-step process and specialized vacuum system. Communication Center Specialists remains the only company that only focuses on 9-1-1 emergency communication centers and has a working relationship with all the furniture manufactures allowing us to source the necessary parts needed for repairs of any brand of console. Communication Center Specialists has been in business for 11 years and are always continuing to grow. We have a presence nationwide allowing us to service any communications center at a time that is convenient for them.

5. When a customer is ready for service they will contact Tara Brown, Director of Scheduling. Tara will work with the customer to find a time in our schedule that we have a crew available. Once the dates are confirmed the crew’s names, date of birth, and CJIS certificates will be sent to the contact person at that center. We are happy to submit another information that is required at that time as well. A pre-service survey is also sent at this time allowing the center to notify us of any known problems that need attention, so our crew can be better prepared. Our crews normally work Monday-Friday 8 a.m. -5 p.m., however we are happy to work hours that better work for each center.

6. After the service is complete a site report is completed, this begins the invoice process. Once the site report is reviewed by our staff an invoice is created and sent to the responsible party. We have a net 30-day policy for payment, after 90 days an interest charge of 1.5% per day is added to the invoice amount.

7. Communication Center Specialists makes no assumptions in responding to these requirements.

8. Communication Center Specialists has no exceptions to this RFP #2019-004.

9. Communication Center Specialists also offers the following services to 9-1-1 Emergency Communication Centers:
   a. Cleaning and Preventative Maintenance
   b. Wire management
   c. Project Management/Furniture Moves
   d. Steam Cleaning Chairs
   e. Hydrogen Peroxide Wipes
   f. Patlite Status Lights
   g. Bergvick Raised Flooring
Cleaning and Preventative Maintenance

**Grapevine Police Department**
Karen Ballard  
307 W Dallas Rd  
Grapevine, Texas 76051  
Phone: (817) 410-3214  
Email: kballard@grapevinetexas.gov

**Euless Texas Police Department**
Debra Riley-Torrez  
1102 W. Euless Blvd.  
Euless, Texas 76039  
Phone: (817) 685-1526  
Email: dtorrez@eulesstx.gov

**Williamson County Emergency Communications**
Michael Wright  
911 Tracey Chambers Lane  
Georgetown, TX 78626  
Phone: (512) 864-8244  
Email: mwright@wilco.org

**Guilford Metro 9-1-1**
Melanie Neal  
1201 Coliseum Blvd.  
Greensboro, NC 27403  
Phone: (336) 373-2646  
Email: Melanie.neal@Greensboro-nc.gov
Jefferson Parish Emergency Communications
Major Ronald Hoefeld
910 3rd Street, 3rd Floor
Gretna, LA 70053
Phone: (504) 349-5672
Email: hoefeld_rd@jpso.com

Wire Management

Person County Emergency Communications
Brett Wrenn
216 W. Barden Street
Roxboro, NC 27573
Phone: (336) 330-2243
Email: bwreen@personcounty.net

Furniture Moves/Bergvick Raised Flooring

Corpus Christi Texas
Kathleen Porche
321 John Sartain Street
Corpus Christi, TX 78401
Phone: (361) 886-2600
All attachments follow the last page of this proposal.
<table>
<thead>
<tr>
<th>Description</th>
<th>Price</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning and Preventative</td>
<td>$380.00 per position</td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wire Management</td>
<td>$900 per position</td>
<td>Only sold with cleaning</td>
</tr>
<tr>
<td>Steam Cleaning Chair</td>
<td>$50 Per Chair</td>
<td></td>
</tr>
<tr>
<td>Hydrogen Peroxide Wipes</td>
<td>$120 Per Case</td>
<td>Shipping charges extra</td>
</tr>
<tr>
<td>Furniture Moves</td>
<td>Individual basis</td>
<td></td>
</tr>
<tr>
<td>Bergvick Raised Flooring</td>
<td>Individual basis</td>
<td></td>
</tr>
<tr>
<td>Patlite Status Lights</td>
<td>Based on model ordered</td>
<td></td>
</tr>
</tbody>
</table>

**All prices are valid for one year from date of proposal.**
Compliance with the Solicitation

Submissions must be in strict compliance with this solicitation. Failure to comply with all provisions of the solicitation may result in disqualification.

Acknowledgment of Insurance Requirements

By signing its submission, Offeror acknowledges that it has read and understands the insurance requirements for the submission. Offeror also understands that the evidence of required insurance must be submitted within ten (10) working days following notification of its offer being accepted; otherwise, NCTCOG may rescind its acceptance of the Offeror’s proposals. The insurance requirements are outlined in Section 4 - General Terms and Conditions.

Name of Organization/Contractor(s):

Communication Center Specialists

Signature of Authorized Representative:

Drew Womble

Date: 10/24/2018
ATTACHMENT II:
CERTIFICATIONS OF OFFEROR

I hereby certify that the information contained in this proposal and any attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided by this organization. I certify that no employee, board member, or agent of the North Central Texas Council of Governments has assisted in the preparation of this proposal. I acknowledge that I have read and understand the requirements and provisions of the solicitation and that the organization will comply with the regulations and other applicable local, state, and federal regulations and directives in the implementation of this contract.

I also certify that I have read and understood all sections of this solicitation and will comply with all the terms and conditions as stated; and furthermore that I, ________ Drew Womble __________ (typed or printed name) certify that I am the ________ Vice President __________ (title) of the corporation, partnership, or sole proprietorship, or other eligible entity named as offeror and respondent herein and that I am legally authorized to sign this offer and to submit it to the North Central Texas Council of Governments, on behalf of said offeror by authority of its governing body.

Name of Organization/Contractor(s):

________________________________________

Signature of Authorized Representative:

Drew Womble

Date: 10/24/2018
This certification is required by the Federal Regulations Implementing Executive Order 12549, Debarment and Suspension, 45 CFR Part 93, Government-wide Debarment and Suspension, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668, 682), Department of Health and Human Services (45 CFR Part 76).

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

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;

2. Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or Local) transaction or contract under a public transaction, violation of federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false Proposals, or receiving stolen property;

3. Are not presently indicated for or otherwise criminally or civilly charged by a government entity with commission of any of the offense enumerated in Paragraph (2) of this certification; and,

4. Have not within a three-year period preceding this contract had one or more public transactions terminated for cause or default.

Where the prospective recipient of federal assistance funds is unable to certify to any of the qualifications in this certification, such prospective recipient shall attach an explanation to this certification form.

Name of Organization/Contractor(s):

Communication Center Specialists

Signature of Authorized Representative:  

Drew Womble

Date: 10/24/2018
ATTACHMENT IV:
CERTIFICATION REGARDING LOBBYING

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

1. No 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 officer or employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal loan, the entering into of any cooperative Contract, and the extension, continuation, renewal, amendment, or modification or any federal contract, grant, loan, or cooperative contract; and

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 this federal contract, grant, loan, and or cooperative contract, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying”, in accordance with the instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers and that all sub-recipients shall certify accordingly.

Name of Organization/Contractor(s):

Communication Center Specialists

Signature of Authorized Representative:

Drew Womble

Date: 10/24/2018
ATTACHMENT V:
DRUG-FREE WORKPLACE CERTIFICATION

The Communication Center Specialists (company name) will provide a Drug Free Work Place in compliance with the Drug Free Work Place Act of 1988. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited on the premises of the Communication Center Specialists (company name) or any of its facilities. Any employee who violates this prohibition will be subject to disciplinary action up to and including termination. All employees, as a condition of employment, will comply with this policy.

CERTIFICATION REGARDING DRUG-FREE WORKPLACE


The undersigned subcontractor certifies it will provide a drug-free workplace by:

Publishing a policy Proposal notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the consequences of any such action by an employee;

Establishing an ongoing drug-free awareness program to inform employees of the dangers of drug abuse in the workplace, the subcontractor’s policy of maintaining a drug-free workplace, the availability of counseling, rehabilitation and employee assistance programs, and the penalties that may be imposed on employees for drug violations in the workplace;

Providing each employee with a copy of the subcontractor’s policy Proposal;

Notifying the employees in the subcontractor’s policy Proposal that as a condition of employment under this subcontract, employees shall abide by the terms of the policy Proposal and notifying the subcontractor in writing within five days after any conviction for a violation by the employee of a criminal drug abuse statute in the workplace;

Notifying the Board within ten (10) days of the subcontractor’s receipt of a notice of a conviction of any employee; and,

Taking appropriate personnel action against an employee convicted of violating a criminal drug statute or requires such employee to participate in a drug abuse assistance or rehabilitation program.

Name of Organization/Contractor(s):

__________________________________

Signature of Authorized Representative:  

_______________________________

Date: 10/24/2018
ATTACHMENT VI:
CERTIFICATION REGARDING DISCLOSURE OF CONFLICT OF INTEREST

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

“No employee of the contractor, no member of the contractor’s governing board or body, and no person who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of this contract shall participate in any decision relating to this contract which affects his/her personal pecuniary interest.

Executives and employees of contractor shall be particularly aware of the varying degrees of influence that can be exerted by personal friends and associates and, in administering the contract, shall exercise due diligence to avoid situations which give rise to an assertion that favorable treatment is being granted to friends and associates. When it is in the public interest for the contractor to conduct business with a friend or associate of an executive or employee of the contractor, an elected official in the area or a member of the North Central Texas Council of Governments, a permanent record of the transaction shall be retained.

Any executive or employee of the contractor, an elected official in the area or a member of the NCTCOG, shall not solicit or accept money or any other consideration from a third person, for the performance of an act reimbursed in whole or part by contractor or Department. Supplies, tools, materials, equipment or services purchased with contract funds shall be used solely for purposes allowed under this contract. No member of the NCTCOG shall cast a vote on the provision of services by that member (or any organization which that member represents) or vote on any matter which would provide a direct or indirect financial benefit to the member or any business or organization which the member directly represents”.

No officer, employee or paid consultant of the contractor is a member of the NCTCOG.

No officer, manager or paid consultant of the contractor is married to a member of the NCTCOG.

No member of NCTCOG directly owns, controls or has interest in the contractor.

The contractor has disclosed any interest, fact, or circumstance that does or may present a potential conflict of interest.

No member of the NCTCOG receives compensation from the contractor for lobbying activities as defined in Chapter 305 of the Texas Government Code.

Should the contractor fail to abide by the foregoing covenants and affirmations regarding conflict of interest, the contractor shall not be entitled to the recovery of any costs or expenses incurred in relation to the contract and shall immediately refund to the North Central Texas Council of Governments any fees or expenses that may have been paid under this contract and shall further be liable for any other costs incurred or damages sustained by the NCTCOG as it relates to this contract.

Name of Organization/Contractor(s):

__________________________________________________________

Communication Center Specialists

Signature of Authorized Representative:

Drew Womble

Date: 10/24/2018
CONFLICT OF INTEREST QUESTIONNAIRE
For vendor or other person doing business with local governmental entity

This questionnaire is being filed in accordance with chapter 176 of the Local Government Code by a person doing business with the governmental entity.

By law this questionnaire must be filed with the records administrator of the local government not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 178.006, Local Government Code.

A person commits an offense if the person violates Section 178.006, Local Government Code. An offense under this section is a Class C misdemeanor.

1 Name of person doing business with local governmental entity.
   
   Drew Womble

2
   
   [ ] Check this box if you are filing an update to a previously filed questionnaire.
   
   (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than September 1 of the year for which an activity described in Section 176.006(a), Local Government Code, is pending and not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

3 Describe each affiliation or business relationship with an employee or contractor of the local governmental entity who makes recommendations to a local government officer of the local governmental entity with respect to expenditure of money.
   
   N/A

4 Describe each affiliation or business relationship with a person who is a local government officer and who appoints or employs a local government officer of the local governmental entity that is the subject of this questionnaire.
   
   N/A
CONFLICT OF INTEREST QUESTIONNAIRE
For vendor or other person doing business with local governmental entity

Name of local government officer with whom filer has affiliation or business relationship. (Complete this section only if the answer to A, B, or C is YES.)

This section, item 5 including subparts A, B, C & D, must be completed for each officer with whom the filer has affiliation or business relationship. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income from the filer of the questionnaire?

☐ Yes ☒ No

B. Is the filer of the questionnaire receiving or likely to receive taxable income from or at the direction of the local government officer named in this section AND the taxable income is not from the local governmental entity?

☐ Yes ☒ No

C. Is the filer of this questionnaire affiliated with a corporation or other business entity that the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?

☐ Yes ☒ No

D. Describe each affiliation or business relationship.

N/A

Describe any other affiliation or business relationship that might cause a conflict of interest.

N/A

Drew Womble
Signature of person doing business with the governmental entity 10/24/2018

Date
ATTACHMENT VII:
CERTIFICATION OF FAIR BUSINESS PRACTICES

That the submitter has not been found guilty of unfair business practices in a judicial or state agency administrative proceeding during the preceding year. The submitter further affirms that no officer of the submitter has served as an officer of any company found guilty of unfair business practices in a judicial or state agency administrative during the preceding year.

Name of Organization/Contractor(s):
Communication Center Specialists

Signature of Authorized Representative:

Signature: Drew Womble

Date: 10/24/2018
Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments. The following certification that the corporation entering into this offer is current in its franchise taxes must be signed by the individual authorized on Form 2031, Corporate Board of Directors Resolution, to sign the contract for the corporation.

The undersigned authorized representative of the corporation making the offer herein certified that the following indicated Proposal is true and correct and that the undersigned understands that making a false Proposal is a material breach of contract and is grounds for contract cancellation.

Indicate the certification that applies to your corporation:

☐ The Corporation is a for-profit corporation and certifies that it is not delinquent in its franchise tax payments to the State of Texas.

☐ The Corporation is a non-profit corporation or is otherwise not subject to payment of franchise taxes to the State of Texas.

Type of Business (if not corporation):

☐ Sole Proprietor

☐ Partnership

☐ Other

IRS Tax Number: 45-3127672

Drew Womble

(Printed/Typed Name and Title of Authorized Representative)

Signature

Date: 10/24/2018
ATTACHMENT IX:
HISTORICALLY UNDERUTILIZED BUSINESSES, MINORITY OR WOMEN-OWNED OR DISADVANTAGED BUSINESS ENTERPRISES

Historically Underutilized Businesses (HUBs), minority or women-owned or disadvantaged businesses enterprises (M/W/DBE) are encouraged to participate in the solicitation process. Representatives from HUB companies should identify themselves and submit a copy of their certification.

NCTCOG recognizes the certifications of both the State of Texas Program and the North Central Texas Regional Certification Agency. Companies seeking information concerning HUB certification are urged to contact:

State of Texas HUB Program
Texas Comptroller of Public Accounts
Lyndon B. Johnson State Office Building
111 East 17th Street
Austin, Texas 78774
(512) 463-6958
http://www.window.state.tx.us/procurement/prog/hub/

Local businesses seeking M/W/DBE certification should contact:

North Central Texas Regional Certification Agency
624 Six Flags Drive, Suite 100
Arlington, TX 76011
(817) 640-0606
http://www.nctrca.org/certification.html

Submitter must include a copy of its minority certification documentation as part of this solicitation. If your company is already certified, attach a copy of your certification to this form and return with your proposal.

Indicate all that apply:

______Minority-Owned Business Enterprise

______Women-Owned Business Enterprise

______Disadvantaged Business Enterprise

ATTEST TO Attachments of Certification:

____________________________________
Authorized Signature

_____________________________ ________________________________
Typed Name Date

Subscribed and sworn to before me this _____ day of _______________ (month), 20__ in
____________________________ (city), ____________ (county), ___________ (state).

________________________________
SEAL

Notary Public in and for ________________________ (County),

State of ______________________ Commission expires: ________
I, Drew Womble, the undersigned representative of Communication Center Specialists, hereafter referred to as Company, being an adult over the age of eighteen (18) years of age, certify that the Company named above, under the provisions of Subtitle F, title 10, Government Code Chapter 2270:

1. Does not boycott Israel currently; and
2. Will not boycott Israel during the term of the contract.

Pursuant to Section 2270.001, Texas Government Code:

1. “Boycott Israel” means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and
2. “Company” means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.

DATE: 10/24/2018
SIGNATURE OF COMPANY REPRESENTATIVE: Drew Womble
Preventative Maintenance Scope of Work

Work items. We will provide the following services:

Dispatch Area Specifications:
- Services performed while center stays LIVE.
  - Dispatchers/Call takers will not need to be relocated outside the dispatch floor.
- Clean and vacuum console CPU cabinetry inside and out
- Vacuum console fabric panels - front and rear
- Attempt to remove stains from console fabric panels
- Inspect and repair edge molding on top and bottom of console fabric panels
- Vacuum under console cavity shelves
- Vacuum under console, utilizing specialized tool, for disregarded food and particles that can cause allergens and pests.
- Clean and wipe down all counters attached to the console
- Clean and disinfect all high touch areas attached to the console
- Clean and disinfect all peripherals on console including keyboards, mice, phone and input surfaces.
- Check and/or replace post caps on console
- Check alignment and fit of work surfaces to side surfaces on console
- Re-level and orient primary console surfaces
- Check all consoles for level, return consoles to level
- Align individual console positions to room if necessary
- Align and check doors under consoles and rear access doors
- Check and/or replace console door stops on foundation
- We visually and physically check and inspect all electrical (CPU, radio, USB, Ethernet and monitor) equipment for any anomalies including physical connections, frayed wires, and other defects in the console.
- Inform of any wiring concerns (we do offer wiring services at an additional charge-ask for an estimate)
- Re-fasten console leg and comfort control wires
- Replace broken wire management pieces and tie down wiring related to the mechanical lift portion of the console only.
- Check all filters in the console air controls units, replace filters as needed (for an additional cost)
- Inspect and repair console air control duct arms
- Inspect console fans and control units
- Tuck and tighten console cloth on panels.
- Check and/or re-hang console panels to posts
- Tighten screws or bolts on mechanical parts or wire management of console.
- Inspect all console lights and replace light bulbs as needed (at an additional cost)
- Clean and disinfect keyboards, mice and monitors on console.

Cleaning Products:
Cleaning completed with environmentally safe, bio-degradable products when possible. MSDS Sheets available upon request.

Performance Criteria:
- We complete a detailed inspection report that is given to sites following services
- Personnel has experience cleaning within a live 911 center and is sensitivity to operational activities and work accordingly with the ability to adjust to the needs of emergency dispatch
- All cleaning & preventative maintenance employees are direct employees and NOT subcontracted
- All employees have backgrounds checks and verification is available upon requested
- All employees are CJIS Certified
Vice President of Sales

Reports To
Thad Parker, CEO

Job Overview
Oversee outside sales to include managing Sales Representatives for the Eastern and Midwest regions per CCS sales zones. Implement marketing strategies company wide. Coordinate all business accounting (AR/AP) with Accounting Firm. Oversee day to day operations of the company in the absence of the CEO.

Responsibilities and Duties
• Create and Maintain inbound sales pipeline.

• Manage sales representatives to cultivate new leads and maintain relationships.

• Coordinate all business finance needs with our accounting firm.

• Develop and implement marketing for company wide use.

• Promote the business through marketing, trade shows, and educational opportunities.

• In the absence of the CEO, maintain the day to day operations of the business.

• Additional duties as specified by the CEO.
Director of Operations

Reports To
Thad Parker, CEO

Job Overview
Oversee all CCS service crews, lead the special projects division from quote to completion. This position will coordinate all crew member training and reviews of employee performance at set intervals.

Responsibilities and Duties
• Oversee and manage service crews.

• Maintain training for all service crew employees.

• Lead the special projects division.

• Additional duties as specified by the CEO.
Director of Scheduling

Reports To
Thad Parker, CEO

Job Overview
This position performs a variety of scheduling and administrative duties including crew scheduling, providing support to our managers and employees, assisting in daily office needs and managing our company’s general administrative activities.

Responsibilities and Duties
- Scheduling customers for service in a consistent and reasonable manner.
- Maintaining relationships with our customer base.
- Updating customer contact information.
- Provide general administrative and clerical support including mailing, scanning, faxing and copying.
- Act as a general point of contact when other team members are not available.
- Other duties as assigned by CEO.
# Certificate of Liability Insurance

**Certificate Number:** NPP8530831

## Coverages

### A - Commercial General Liability
- **Policy Number:** NPP8530831
- **Policy Effective Date:** 06/20/2018
- **Limits:**
  - Each Occurrence: $1,000,000
  - Premises Liability
  - Medical Expenses (Any One Person): $5,000
  - Personal Injury: $1,000,000
  - General Aggregate: $2,000,000
  - Products-Comprehensive: $1,000,000

### B - Automobile Liability
- **Policy Number:** BAA56199607
- **Policy Effective Date:** 06/20/2018
- **Limits:**
  - Combined Single Limit (Ca. Accident): $1,000,000
  - Bodily Injury (Per Person): $1,000,000
  - Bodily Injury (Per Accident): $1,000,000
  - Property Damage (Per Accident): $1,000,000

### C - Umbrella Liability
- **Policy Number:** 82312Y181ALI
- **Policy Effective Date:** 06/20/2018
- **Limits:**
  - Each Occurrence: $2,000,000
  - Aggregate: $2,000,000

## Certificate Holder

North Central Texas Council of Governments
9-1-1 Operations
616 Six Flags Drive, Centerpoint II
Arlington, TX 76011

## Cancellation

Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions.

Authorized Representative:

[Signature]

ACORD 25 (2016/03) © 1988-2015 ACORD CORPORATION. All rights reserved.
This endorsement modifies your policy. Please read it carefully.

ADDITIONAL INSURED - OWNERS, LESSEES OR CONTRACTORS
AUTOMATIC STATUS WHEN REQUIRED IN A WRITTEN CONTRACT OR A CONSTRUCTION AGREEMENT WITH YOU FOR YOUR ONGOING OPERATIONS

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

A. Section II - Who is an Insured is amended to include as an additional insured any owner, lessee or contractor for whom you are performing operations when you and such person or organization have agreed in writing in a contract or agreement that such person or organization be added as an additional insured on your policy. Such person or organization is an additional insured only with respect to liability arising out of your ongoing operations performed for that insured. A person’s or organization’s status as an insured under this endorsement ends when your operations for that insured are completed or at the expiration of this policy, whichever occurs first.

B. With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

2. Exclusions
   This insurance does not apply to:
   a. "Bodily injury", "property damage" or "personal and advertising injury" arising out of the rendering of or the failure to render, any professional architectural, engineering or surveying services, including:
      1. The preparing, approving, or failing to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders or drawings and specifications; or
      2. Supervisory, inspection, architectural or engineering activities.
   b. Claims, "suits" and/or damages arising out of the acts, omissions and/or negligence of the additional insured(s).
   c. "Bodily injury" or "property damage" occurring after:
      1. All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the site of the covered operations has been completed; or
      2. That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

C. Primary and Noncontributory Provision
   The insurance afforded to the additional insured will be Primary Insurance and Noncontributory, but only if such claims, "suits" and/or damages arise out of the sole negligence of the Named Insured.

D. Waiver of Subrogation Provision
   The Transfer of Rights of Recovery Against Others To Us Condition (Section IV - COMMERCIAL GENERAL LIABILITY CONDITIONS) is amended by the addition of the following:
   We waive any right of recovery we may have against those who are added as additional insureds by this endorsement because of payments we make for injury or damage arising out of your ongoing operations performed under a contract with them. This waiver applies only when you are solely negligent. This waiver shall not apply to claims, "suits" and/or damages arising in whole or in part out of the acts, omissions, and/or negligence of those added as additional insureds by this endorsement.
**Certificate of Workers' Compensation Coverage**

October 24, 2016

<table>
<thead>
<tr>
<th>WA UBI No.</th>
<th>603 137 177</th>
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</thead>
<tbody>
<tr>
<td>L&amp;I Account ID</td>
<td>191,575-01</td>
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<tr>
<td>Legal Business Name</td>
<td>CONSOLE CLEANING SPECIALISTS INC</td>
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<tr>
<td>Doing Business As</td>
<td>CONSOLE CLEANING SPECIALISTS INC</td>
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<td>Workers' Comp Premium Status:</td>
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<tr>
<td>Estimated Workers Reported (See Description Below)</td>
<td>Quarter 2 of Year 2016 &quot;7 to 10 Workers&quot;</td>
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<tr>
<td>Account Representative</td>
<td>Employer Services Help Line, (360) 902-4817</td>
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<tr>
<td>Licensed Contractor?</td>
<td>Yes</td>
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<tr>
<td>License No.</td>
<td>CONSOCS881PJ</td>
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<tr>
<td>License Expiration</td>
<td>10/13/2018</td>
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**What does "Estimated Workers Reported" mean?**
Estimated workers reported represents the number of full time position requiring at least 480 hours of work per calendar quarter. A single 480 hour position may be filled by one person, or several part time workers.

**Industrial Insurance Information**
Employers report and pay premiums each quarter based on hours of employee work already performed, and are liable for premiums found later to be due. **Industrial insurance accounts have no policy periods, cancellation dates, limitations of coverage or waiver of subrogation** (See RCW 51.12.050 and 51.16.190).