



HHS Procurement and Contracting Services

SOLICITATION DOCUMENT – HHS0009697

Check one: [X] Invitation for Bid (IFB) [] Request for Offer (RFO) [] Request for Qualifications (RFQ)
Check one: [X] Formal [] Informal

Table with 3 columns: Solicitation No.: HHS0009697, Issue Date: 11/19/20, Response Due Date: 12/07/20 10:30 a.m.

Formal responses MUST be mailed to the address below. E-mail responses will only be accepted if indicated in the solicitation.

Table with 3 columns: Contact Information (Purchaser: Nicole Hutchison, Phone: 512-406-2441, Email: Beverly.Collins-Moore@hhs.texas.gov), Mail Response (See Section 4.3 of the solicitation), OR, Email Response to, if applicable: PCSbids@hpsc.state.tx.us, OR, Submit Response Online to, if applicable: https://hhs.texas.gov/doing-business-hhs/contracting-hhs/hhs-online-bid-room, Ship to or Service Delivered to Location: Health and Human Services Commission, 4601 S 1st Street, Abilene, TX 79605

Source of Authority [X] CPA/SPD [] DIR [] Other:

By signing this document, respondent certifies that prices shown on this quote are true and correct. Should this bid/offer result in a Purchase Order, respondent agrees to comply with all "Terms and Conditions," which are attached and incorporated into this document.

Check below if preference claimed under Texas Administrative Code (TAC), Title 34, Part 1, Chapter 20, Subchapter D, Division 2, Rule § 20.306:

- [] Goods produced or offered by a Texas bidder that is owned by a Texas resident service-disabled veteran
[] Goods produced in Texas or offered by a Texas bidder that is not owned by a Texas resident service-disabled veteran
[] Agricultural products grown in Texas
[] Agricultural products offered by a Texas bidder
[] Services offered by a Texas bidder that is owned by a Texas resident service-disabled veteran
[] Services offered by a Texas bidder that is not owned by a Texas resident service disabled veteran
[] Texas Vegetation Native to the Region
[] USA produced supplies, materials or equipment
[] Products of persons with mental or physical disabilities
[] Products made of recycled, remanufactured, or environmentally sensitive materials including recycled steel
[] Energy Efficient Products
[] Rubberized asphalt paving material
[] Recycled motor oil and lubricants
[] Products produced at facilities located on formerly contaminated property

VENDOR / RESPONDENT MUST COMPLETE ALL ITEMS

Signature of Vendor or Authorized Representative

Print Name (Must be manually signed; failure to sign will disqualify response.)

Texas Vendor Identification No. (or Federal Employer's ID):

Name of Business

Street Address

City-State-Zip Code

Telephone Number

Fax Number

E-Mail Address

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- Products and services from economically depressed or blighted areas
- Vendors that meet or exceed air quality standards
- Recycled or Reused Computer Equipment of Other Manufacturers
- Foods of Higher Nutritional Value.

*By signing this bid, bidder certifies that if a Texas address is shown as the address of the bidder, bidder qualifies as a Texas Bidder as defined in Tex. Gov't Code § 2155.444(c)(2).

AWARD NOTICE: The State reserves the right to make an award on the basis of low line item bid, low total of line items, or in any other combination that will serve the best interest of the State and to reject any and all bid items in the sole discretion of the State.

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SOLICITATION NUMBER HHS0009697

1. INTRODUCTION AND PURPOSE OF SOLICITATION

The Health and Human Services Commission (HHSC) Procurement and Contracting Services (PCS), on behalf of Regional Administrative Support Services is soliciting bid responses for on-site uniformed armed and unarmed security guard services at the HHSC facilities in Region 2/9 to protect personnel and the premises.

2. AGENCY OVERVIEW

The Health and Human Services Commission (HHSC) was created in 1991 to oversee and coordinate the planning and delivery of health and human services in Texas. It is established pursuant to [Chapter 531, Texas Government Code](#) and is responsible for oversight of Texas Health and Human Services agencies (HHS agencies). As a result of the consolidation due to [House Bill 2292 \(HB2292\)](#), some of the contracting and procurement activities for HHS agencies have been assigned to the PCS section of HHSC. As such, PCS will administer the initial stages of the procurement process, prior to the contract award, including solicitation announcement and publication, handling of communications from the respondent, as well as managing the receipt and evaluation of valid responses for final review and evaluation. PCS directs the execution of the award of the contract resulting from this solicitation.

3. DEFINITIONS

- Appendix – Additional information and/or forms that is available in the back of this solicitation document.
- Contract – A written document referring to promises or agreement for which the law establishes enforceable duties and remedies between a minimum of two parties.
- Contract Term – The period of time during which the contract will be effective from begin date to end, or renewal date. The contract term may or may not be the same as the budget period.
- Debarment – An exclusion from contracting or subcontracting with state agencies on the basis of cause set forth in Title 34, Texas Administrative Code, Chapter 20, Subchapter G, and the EPLS.
- Deliverables – Goods or services contracted for delivery or performance.
- Due Date – Established deadline for submission of a document or deliverable.
- Effective Date – The date the contract term begins.
- Respondent – Entity or individual that submits a response to a solicitation.
- Scope of Work – A statement that defines specific services to be performed.
- Solicitation – The process of notifying prospective contractors of an opportunity to provide goods or services to the State.
- Subcontractor – An entity hired by an awarded contractor to perform a portion of the scope of work by the entity contracting with an HHS agency as a result of this solicitation. The contractor remains entirely responsible for performance of all requirements of the contract through monitoring the subcontractor's performance.
- Unit Rate – Payment mechanism for services that are paid at a set rate per unit of service; for example, plumbing repair services at a prescribed rate per hour.
- Vendor – A contractor that provides goods and services that are typically procured through the open market.
- Vendor Identification Number (Vendor ID No.) – Fourteen-digit number needed for any entity to contract with the State of Texas and which must be set up with the State Comptroller's Office. It consists of a ten-digit Vendor ID No. (IRS number, state agency number, or social security number) +check digit + 3-digit mail code.
- Work Plan – A plan that describes how services will be delivered and includes specifics such as what types of services will be provided, who will be responsible for the work, timelines for completion of activities, and how services will be evaluated when complete. The work plan will be part of the contract.

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- AB Assurance: Applied Biosystem Assurance.
- PM: Planned Maintenance.
- ABRC Support: Applied Biosystems Repair Center Support.
- OQ: Operation Qualification performed for 7500 Fast Dx Service.

4. INSTRUCTIONS TO RESPONDENTS

Before submitting a response to this solicitation, read the ENTIRE solicitation including the Terms and Conditions. Failure to read any part of this solicitation will not relieve an awarded contractor of his/her contractual obligations.

- 4.1. Failure to comply with this section may result in disqualification of the response.
- 4.2. Responses to this solicitation will be received until the date and time shown above. Incomplete or late responses will not be considered.
- 4.3. Responses to this solicitation may be submitted in original hard copy to the address below. An authorized officer of the respondent must manually sign submittal.

Original hard copy responses must:

- Be enclosed in sealed envelope(s) or sealed carton(s). Include the solicitation number, time, date of opening and title of the solicitation on the face of sealed envelope(s) or sealed carton(s).
- Include the respondent's name, address and telephone number on the face of all sealed envelope(s) or sealed carton(s).

U.S. Postal Service	Overnight/Express Mail or Hand Delivery
HHSC Procurement and Contracting Services (PCS) Bid Room Attn: [Nicole Hutchison] P.O. Box 149166 Austin, TX 78714-9166	HHSC Procurement and Contracting Services (PCS) Bid Room Attn: [Nicole Hutchison] 1100 West 49 th Street; Mail Code 2020 Building S Austin, TX 78756

Fax responses will NOT be accepted. Emailed responses and responses submitted electronically through the HHS Online Bid Room will be accepted. Emailed responses must be submitted to: pcsbids@hsc.state.tx.us. For instructions regarding registration and use of the HHS Online Bid Room, see Appendix D. Online, Electronic responses must be submitted to: <https://hhs.texas.gov/doing-business-hhs/contracting-hhs/hhs-online-bid-room>.

HHSC/PCS will not be responsible for failure of electronic equipment or operator error. Late, illegible, incomplete or otherwise non-responsive submissions will not be considered. The System Agency will not be held responsible for any Solicitation Response that is mishandled prior to receipt by the System Agency. The System Agency will not be responsible for any technical issues that result in late delivery, inappropriately identified documents, or other submission error that may lead to disqualification (including substantive or administrative) or nonreceipt of the Respondent's proposal.

All Solicitation Responses become the property of HHSC after submission and will not be returned to Respondent. It is the Respondent's responsibility to appropriately mark and deliver the Solicitation Response to HHSC by the specified date. A U.S. Postal Service (USPS) postmark or round validation stamp; a mail receipt with the date of mailing, stamped by the USPS; a dated shipping label, invoice of receipt from a commercial carrier; or, any other documentation in lieu of the on-site time stamp WILL NOT be accepted.

Response must include all required information/documents for this specification but may contain additional information considered pertinent by respondent. HHSC/PCS reserves the right to reject any or all responses. Respondent must provide the following contact information for the submitted response:

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Respondent Contact Person:

Respondent Contact Phone Number:

Respondent Contact Fax Number:

PROCUREMENT SCHEDULE

The following table documents the critical pre-award events for the procurement. All dates are subject to change at HHSC's discretion.

Procurement Schedule	
IFB Release Date	11/19/2020
Vendor Questions Due	11/30/2020
HHSC Posts Responses to Vendor Question	12/03/2020
Bids (IFB) Due	12/07/2020
Anticipated Contract Start Date	Date of Award

5. QUESTIONS

The sole point of contact for inquiries concerning this solicitation is:

Purchaser's Name: Nicole Hutchison, CTCD, CTCM
 HHSC/ PCS
 Tel: 512-406-2441
 Email address: Beverly.Collins-Moore@hhs.texas.gov

Direct all communications relating to this solicitation to the HHSC/PCS contact person named above. All other communications between a respondent and HHS agency staff concerning this solicitation are prohibited. In no instance is a respondent to discuss cost information contained in a response with the HHSC/PCS point of contact or any other staff prior to response evaluation. **Failure to comply with these requirements may result in response disqualification.**

6. PCS AMENDMENTS AND ANNOUNCEMENTS REGARDING THIS SOLICITATION

PCS will post all official communication regarding this solicitation on the ESB website, including the notice of award for solicitations exceeding \$25,000. PCS reserves the right to revise the solicitation at any time. Any changes, amendments, or clarifications will be made in the form of written responses to respondent questions, amendments, or addendum issued by PCS on the ESB website. Respondents should check the website frequently for notice of matters affecting the solicitation.

7. HISTORICALLY UNDERUTILIZED BUSINESS (HUB) REQUIREMENTS

HHSC is committed to promoting full and equal business opportunities for businesses in state contracting in accordance with the goals specified in the State of Texas Disparity Study. HHSC encourages the use of Historically Underutilized Businesses (HUBs) through race, ethnic and gender-neutral means. HHSC has adopted administrative rules relating to HUBs, and a [Policy on the Utilization of HUBs](#), which is located on HHSC's website.

Because the estimated value of the solicitation or resulting contract is less than \$100,000, respondents are not required to submit a **HUB Subcontracting Plan** with their response at the time of submission. If subcontractors are used in the delivery of the goods and/or services, the awarded contractor(s) is requested to submit monthly progress reports, in the prescribed format, to HHSC's HUB Program Office. When applicable, the reports should include a narrative description of the contractor's good faith efforts and accomplishments, and financial information reflecting payments to all subcontractors, including HUBs.

During the term of the original contract, HHSC and the awarded contractor(s) may have the opportunity to modify its arrangement, which may require a new scope of work through an amendment, renewal, or extension of the contract. As a result, the amendment, renewal, or extension of the contract may potentially increase the contract value to equal or exceed \$100,000. As applicable and in accordance with statute and the HUB rules, the HHSC HUB Program Office may review the proposed amendment, renewal, or extension for potential subcontracting opportunities and for the inclusion of the **HUB Subcontracting Plan**.

8. ESTIMATED QUANTITIES

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- 8.1. Neither PCS nor any HHS agency guarantees the acquisition of any quantities of goods or services during the term of the contract. "Quantity" information is provided only as a guideline for preparing the response. The quantity information should not be construed as representing anticipated or actual quantities that will be ordered.
- 8.2. PCS does not guarantee the use of the blanket contract or the award of services for any facility or office. HHSC reserves the right to resolicit some or all of the facilities or office locations if PCS determines that it is in the best interest for the state.

9. METHOD AND TERMS FOR ORDERING

- 9.1. Release orders for these services will be issued by PCS on an as needed basis or may be requested (call out) by the Contract Manager as needed if indicated in the solicitation.
- 9.2. Effective dates of Release orders: The vendor shall honor all release orders that are prepared, dated and approved by PCS prior to the conclusion of each contract period and/or the date of expiration of the blanket order. The contractor will be obligated to fill these orders if received by the contractor within a period of fifteen (15) days following the end of each period.

10. SCOPE OF WORK (SOW) TO BE PERFORMED

- 10.1. Description of Services: Security guard service for uniformed armed and unarmed security guard services to protect personnel and premises in the Texas Health and Human Services (HHS) facilities located in Region 2/9. This contract is for the performance of security guard services only on an as-needed basis at any or all office locations within Region 2/9 as shown on attached document.
- 10.2. Security Guard services may be required up to twenty-four (24) hours per day, seven (7) days per week at any specified HHS office location in Region 2/9. Health and Human Services Commission Regional Administrative Services (HHSC RAS) will notify the Contractor when an emergency situation exists that requires onsite security guard presence.
- 10.3. The Contractor shall maintain a twenty-four (24) hour, seven (7) days per week dispatch center. Upon notification of a need for security guard, the response will be acknowledged within one (1) hour from the call.
- 10.4. Contractor must provide a security guard within four (4) hours of notification of need from HHSC RAS. If a security guard on duty must leave their duty post for any reason, the Contractor will provide a replacement security guard within two (2) hours. This includes, but is not limited to, illness or absenteeism.
- 10.5. Contractor shall provide relief personnel as necessary to guarantee constant coverage at the HHS facilities.
- 10.6. Contractor shall furnish all labor, tools, transportation, equipment, materials, and supplies.
- 10.7. Security Guard will maintain a daily activity report to log all security checks, problems, and other activity deemed significant.
- 10.8. Contractor shall submit weekly invoices accompanied by Security Guard daily reports documenting the detailed duty hours and services performed. The Contractor must sign the reports affirming the accuracy of the reports. The weekly invoices and reports shall be submitted to HHSC RAS via email to: HHSC Reg02_Admin_Services@hhsc.state.tx.us.
- 10.9. Contractor, by submission of bid, guarantees to HHS that Security Guards will be provided on time, in uniform, oriented to security duties, properly instructed, and licensed.
- 10.10. Security guard will wear identification badge with photograph at all times.
- 10.11. Security Guard will carry a working cellular telephone at all times while on duty at a HHS facility.
- 10.12. Except for when performing routine monitoring duties, Security Guard will be in close proximity of main lobby at all times. Security Guard shall patrol the parking area, and/or control parking, at facilities as requested by HHSC RAS or authorized Designee.
- 10.13. Security Guard shall be able to clearly communicate in English; both verbally and in writing.
- 10.14. Security Guard may perform additional duties related to building security which HHSC RAS and the Contractor may agree on as the need arises.

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- 10.15. Security Guard shall adhere to the standards of conduct, duties and responsibilities as indicated by HHSC RAS or authorized Designee. HHSC RAS may request the Contractor to remove Security Guard for cause including, but not limited to: Poor performance or non-performance of work; theft; abusive or vulgar language; improper or disrespectful behavior; improper attire, or any other action deemed inappropriate by HHSC RAS.
- 10.16. Security Guard telephone calls must be limited to emergency and official business use only. Collect and long-distance calls are not permitted. Misuse of the phone, computers, copiers, or any other State-owned equipment is not permitted without the express permission of local office point of contact or HHSC RAS. Misuse of the telephone or other State of Texas equipment could lead to termination of the contract.
- 10.17. Security Guard will be observant at all times. The Security Guard will not visit, make personal phone calls, read, or otherwise be unengaged in facility activities while on duty.
- 10.18. Security Guard shall protect the HHS facilities against fire, theft, damage, vandalism, and trespassing. The Security Guard shall check all exterior doors to ensure the building is locked and secure. Security Guard will report any areas of concern to HHSC RAS or authorized Designee.
- 10.19. Security Guard shall provide assistance as requested by staff for visitors that become disruptive on the premises of HHS facilities.
 - 10.19.1. Guard shall escort unauthorized and/or disruptive individuals out of the facility and observe to deny reentry.
 - 10.19.2. In the event of a conflict between an employee of HHS and a visitor, the security guard shall make his/her presence known and render assistance if needed.
- 10.20. Security Guard shall permit only duly authorized persons to enter restricted areas of the premises.
- 10.21. Security Guard will be able to secure employees at HHS facilities from harassment, incursion or any criminal activity by unauthorized persons while on premises.
- 10.22. Security Guard will escort an employee to their vehicle if requested in instances where an employee may feel threatened.
- 10.23. In event of a security incident, the Security Guard shall complete and submit a Security Incident Report to HHJSC RAS. The report shall be a comprehensive accurate account of details relative to the reported incident. The security guard will prepare and provide reports for any typical incident or suspicious activity.
- 10.24. Security Guard shall be thoroughly familiar with HHS building security procedures. Special attention shall be directed to the procedures for after hours building access and emergency procedures for fire and bomb threats. Security Guard will become familiar with all emergency phone numbers and facility evacuation plans as outlined in post orders.
- 10.25. Security Guard must not engage in conversations with visitors and/or employees and not give any policy or office procedures information to visitors. Security guard shall refer questions from visitors to the receptionist.
 - 10.25.1. Security Guard will not occupy a private office within the HHS facilities.
 - 10.25.2. Security Guard will not perform office work or any other work pertaining to HHS other than those services for which the security guard has contracted to perform.
- 10.26. Security Guard must report any building related problems such as plumbing, heating, air conditioning, cleaning, etc, which may need attention or repair to HHSC RAS or authorized designee.
- 10.27. Special Instructions:
 - 10.27.1. Do not discuss security incidents with unauthorized personnel.
 - 10.27.2. Consider all information as confidential. HHS may terminate this contract immediately if the Contract or Security Guard breaches confidentiality.
 - 10.27.3. Security guards shall work in close cooperation with the local Police Department, and other law enforcement agencies. Security guard always has the authority and responsibility to call "911" for law enforcement in situations where there is an imminent risk to employee safety.

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10.27.4. If "911" is called, notify the emergency contacts as soon as the situation permits.

10.27.5. HHSC Emergency Contact: A list of contact names and phone numbers will be supplied upon award.

11. HOURS AND DAYS SERVICES ARE TO BE PERFORMED

- 11.1. Services are to be performed between the hours of 8am and 5pm. Any minor adjustment call back services will be performed during regular hours. Awarded contractor is responsible for not interfering with normal flow of business.
- 11.2. Outside Regular Hours – Any services performed outside of regular work hours will need to be approved by the contract manager and at no additional costs.
- 11.3. HOLIDAYS: The holidays observed by the State are listed at <http://www.hr.sao.texas.gov/Documents/Holidays/Holidays2020.pdf>. HHSC does not specifically require the Contractor to work on these holidays but does require the Contractor to fulfill the requirements of the contract. If this requires the Contractor to work on holidays observed by the state or the Contractor, then Contractor shall fulfill obligations at NO additional expense to the HHS agency.
- 11.4. The awarded contractor must provide a 24-hour contact number and name in case of any urgent issue that may arise. Awarded contractor or a representative of awarded contractor's company must be available at all times.

Provide name(s) and number(s) below:

Respondent Representative	Phone Number	Cell Number
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12. DFPS CUSTODIAL SERVICES AND SECURITY SERVICES EMPLOYEE BACKGROUND CHECKS

NOTE: This section only applies to locations where DFPS offices coexist in the building(s).

THIS SECTION APPLIES TO THIS SOLICITATION

Overview

12.1. Because of the potential for contact with confidential information while in Department of Family and Protective Services offices, all custodial service and security service employees serving DFPS or shared DFPS/HHSC facilities must complete background checks.

A background check includes:

- o A Texas name-based criminal history check and;
- o A DFPS check for abuse/neglect/exploitation of children, elderly or disabled individuals

12.2. An FBI fingerprint check is also required if an individual has lived outside the state of Texas in the past 2 years.

12.3. Contractors must submit requests for criminal history checks and abuse/neglect/exploitation history checks through DFPS:

- All employees who will need access to DFPS or shared DFPS/HHSC facilities must have all required checks completed before they can be granted access.
- DFPS policy regarding non-DFPS staff requiring access to DFPS or shared DFPS/HHS facilities is located here: [Background Checks for External User Access](#).

Bars to employment are also posted on the DFPS website:
[Appendix 3000-1: Criminal History Chart for DFPS Applicants and Employees](#)
[Appendix 3000-2: DFPS History Chart for External Users, DFPS Prospective Employees, CASA Employees, Volunteers and Board Members](#)

12.4. Background checks are required annually for all employees who have access to DFPS or shared DFPS/HHSC facilities.

Background Check Process

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- 12.5. Criminal and Abuse/Neglect background checks are submitted through the DFPS Automated Background Check System (ABCS). Each employer will have their own ABCS account to submit background checks for staff who need access to DFPS or shared DFPS/HHSC facilities.
- 12.6. To initiate creation of the ABCS account, the company point of contact completes the attached form and submits it to EXTACCBGC@dfps.state.tx.us
- 12.7. Once the form is received, DFPS Background Check staff will create the ABCS account and run background checks on the point of contact. If that person clears the checks, DFPS Background Check staff will provide additional information and support for the employer to submit background checks on all employees who will need access to DFPS or shared DFPS/HHSC facilities.
- 12.8. More information about ABCS can be found on the DFPS website: [Automated Background Check system](#)

Background Check Determinations

- 12.9. Employers are notified whether the individual’s request for access has been cleared or denied. The specific criminal history or abuse, neglect, or exploitation history is not included in the clearance or denial notice.
- 12.10. Employers or the individual employee who has been denied access may request a review of the decision. Information about this process can be found on the DFPS public website - [Background Checks for External User Access](#).

DFPS Background Checks and Employment

- 12.11. If DFPS Background Checks issues a decision to deny access to an individual, that denial only prohibits the individual from accessing DFPS or shared DFPS/HHSC facilities.
- 12.12. The decision to hire or terminate an individual is at the discretion of the employer. However, the employer and DFPS sponsor must ensure that individuals that not cleared by DFPS Background Checks do not have access to DFPS or shared DFPS/HHSC facilities.
- 12.13. Questions about DFPS background check requirements should be directed to:

Kirsten Murchison, DFPS Background Checks Manager – Kirsten.murchison2@dfps.state.tx.us // 512-919-7972

Or

Tanya Oestrick, Program Administrator for DFPS Background Checks and FINDRS – Tanya.oestrick@dfps.state.tx.us // 512-919-7869

13. TERM OF CONTRACT

- 13.1. Initial Contract Term: The initial term of Contract **date of award - 08/31/23**
- 13.2. Option to Extend Services: The respondent by submission of a response to this solicitation agrees that HHSC may require continued performance, beyond the initial term or renewal contract term, of any of the herein described services at the rates specified herein. This option may be exercised more than once, for the purpose of meeting HHSC procurement goals but the total extension of performance hereunder shall not exceed one hundred twenty (120) calendar days. Such extension of services shall be subject to all specifications and terms and conditions of the contract resulting from this procurement, with the sole and limited exception that the original date of termination shall be extended pursuant to this provision. HHSC may exercise this option upon notice to the awarded respondent.
- 13.3. During the contract period, the HHS agency may add space to an office, relocate offices, close offices, consolidate multiple offices into a single location, or expand from a single location into multiple offices. The HHS agency will attempt to provide awarded Contractor(s) with at least 30 days' notice of new address in the event of office relocation. HHSC reserves the right, in its sole discretion, to add or delete space and or service locations during the period covered by any resulting contract(s) at the same rate. Any new service locations added to this contract will be in close proximity to existing office locations (within 50 mile radius of existing location), or in the same HHSC region.
- 13.4. Emergency Option to Extend Services: The Contractor by submission of a response to this solicitation agrees that HHSC/PCS may require continued performance, beyond the initial term or renewal contract term, of any of the herein

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described services at the rates specified herein. This option may be exercised more than once, but the total extension of performance hereunder shall not exceed one hundred twenty (120) calendar days. Such extension of services shall be subject to all specifications and terms and conditions of the contract resulting from this procurement, with the sole and limited exception that the original date of termination shall be extended pursuant to this provision. HHSC/PCS may exercise this option upon written notice to the awarded contractor.

14. CONTRACTOR'S RESPONSIBILITIES

- 14.1. The Contractor shall comply with all federal, state and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any court or administrative bodies or tribunals in any matter affecting the performance of the purchase order including, if applicable, workers' compensation laws, minimum and maximum salary and wage statutes and regulations, and licensing laws and regulations.
- 14.2. The Contractor will be responsible for verifying that all employees will be in compliance with all requirements of the Immigration Reform and Control Act of 1986, Public Law 99-603, which became effective November 6, 1986.
- 14.3. The Contractor shall provide all labor and equipment necessary to perform/accomplish the service. All employees of the Contractor shall be a minimum of 18 years of age and experienced in the type of work to be performed. No visitors, wives, husbands, children or other relatives of the Contractor's employees will be allowed on state property during working hours.
- 14.4. The Contractor will be responsible for all employment taxes and other payroll withholding for their employees.
- 14.5. The Contractor shall be responsible for damage to the HHS agency's equipment, and/or the workplace and its contents by its works, its negligence in work, its personnel, or its equipment. The Contractor shall be responsible and liable for the safety, injury, and health of its working personnel while its employees are performing work for an HHS agency.
- 14.6. The Contractor shall have local telephone service. The use of a recording/answering device, or an answering service, is not acceptable except for after normal business hours. Normal business hours are considered to be between 8:00 AM and 5:00 PM Monday through Friday, unless otherwise stated in the solicitation. An emergency 24-hour response number must be provided to allow immediate contact of the Contractor.
- 14.7. The Contractor shall have available, under its direct employment and supervision, necessary organization and facilities to properly fulfill services required under the resulting contract and only personnel trained in completing the services shall be employed under and for this contract.

15. PERSONNEL QUALIFICATIONS

- 15.1. Documentation of qualifications will be provided to PCS or the HHS agency upon request.

16. PERSONNEL REQUIREMENTS/CONDUCT

- 16.1. The Contractor and contractor employees shall not use state equipment including but not limited to (computers, telephones, facsimiles, copiers, printers, calculators, typewriters), except for phone use in cases of emergency and/or to respond to work requests from the HHS agency. Misuse of this equipment may result in termination of the contract.
- 16.2. The Contractor shall have competent supervisors at the work location at all times that services are being rendered. All supervisors must be able to communicate fluently in English. The supervisor shall be knowledgeable of the specifications of the contract, and shall personally inspect the work to ensure that uniform first class workmanship is continually maintained.
- 16.3. Intoxicants and Illegal Drugs: The use of any kind of intoxicants or illegal drugs while on duty by the Contractor's employees may result in termination of the contract by the HHS agency. Contractor's employees shall not bring intoxicants or illegal drugs onto state property.
- 16.4. Quality and Job Progress: The Contractor shall maintain continuous awareness of the quality and completeness of the work performed/accomplished by his/her employees by personal inspection of the premises. The contractor may be required to inspect the job location/building with the contract administrator or designee.
- 16.5. The Contractor shall provide trained qualified personnel to perform/accomplish the work in accordance with the contract documents.
- 16.6. Absenteeism and Vacation: The Contractor shall provide substitutes for any workers not present for work. The Contractor shall provide relief personnel as necessary and/or work overtime at no cost to HHS agency to ensure that the requirements of this contract are performed/accomplished as required.

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- 16.7. It is understood and agreed by the HHS agency and the Contractor that the Contractor is retained as an independent contractor and in no event shall any employee hired by the Contractor be considered an employee of the state.
- 16.8. The Contractor shall provide each employee used in the performance of work under the contract with adequate training to perform/accomplish the work competently as defined in the specifications.
- 16.9. Smoking: All facilities are nonsmoking buildings. **CONTRACTOR'S EMPLOYEES ARE PROHIBITED FROM SMOKING IN ALL NON-DESIGNATED AREAS.**
- 16.10. **BACKGROUND CHECK:** The awarded Contractor will conduct statewide DPS criminal and sex offender background checks on all the Contractor's permanent and temporary personnel and subcontractors scheduled to work on services under this contract. Supporting documentation confirming the completion of these comprehensive background checks may be subject to review upon request by the HHS agency. Failure to produce the requested documentation may be cause for cancellation of the purchase order. Any expense associated with the background checks will be borne by the Contractor. Complete background checks will be required before any contract employee begins work at a state building or on state property and may be requested any time thereafter. An independent third-party company must accomplish background checks and must include the following at a minimum. The background checks shall include, but not be limited to, the following:
- Social Security Number verification.
 - Statewide criminal and sex offender records shall include, but not be limited to, all Texas counties and out-of-state counties based on the current and previous addresses of the applicant for the last seven years.
 - Personnel with sex offender, child or adult abuse, or fraud offenses, shall not be allowed to work on this project and shall not be allowed access to the HHS agency offices, facilities, or documents. Personnel with misdemeanor offenses must receive prior approval by the HHS agency before being allowed to work under this contract.
- 16.11. When on state property, employees are required to wear uniforms and identifying badges at all times. Uniforms may be simple "company T-shirts" or smocks – or other approved apparel. All employees must wear clean/presentable pants (no shorts). Company uniform shirts/smocks must be all of one uniform/consistent color or design. Managers/Supervisors may wear a distinguishing style of uniform, but should strive to maintain a company "standard color" to aid in identification. All contract personnel must prominently display their company identification cards - at all times.

17. CONTRACTOR'S PERSONAL CONDUCT:

- 17.1. While performing the services, contractor's and subcontractor's personnel must comply with applicable state rules, regulations, and HHS agency's requests regarding personal and professional conduct applicable to the service locations; and otherwise conduct themselves in a businesslike and professional manner. If the HHS agency determines in good faith that a particular employee or subcontractor's employee is not conducting himself or herself in accordance with this Section, the HHS agency may provide awarded contractor with notice and documentation concerning such conduct. Upon receipt of such notice, contractor must promptly investigate the matter and take appropriate action that may include:
- Removing the employee from the project;
 - Providing HHS agency with written notice of such removal; and
 - Replacing the employee with a similarly qualified individual in a period acceptable to HHS agency.
- 17.2. Nothing in the Agreement will prevent contractor, at the request of HHS agency, from replacing any personnel who are not adequately performing their assigned responsibilities or who, in the reasonable opinion of HHS agency staff, after consultation with contractor, are unable to work effectively with the members of the HHS agency's staff. In such event, awarded contractor will provide replacement personnel with equal or greater skills and qualifications as soon as reasonably practicable. Replacement of key personnel will be subject to the HHS agency review and approval. The parties will work together in the event of any such required replacement so as not to disrupt the overall project schedule.
- 17.3. The awarded contractor agrees that anyone employed by awarded contractor to fulfill the terms of the agreement is an employee of contractor and remains under contractor's sole direction and control.
- 17.4. The HHS agency may request the Contractor to remove any employee for cause, including but not limited to: poor or unacceptable performance of work, theft, abusive language or behavior, improper attire, in accordance with the terms and conditions of the contract. Occurrences of this type may be cause for termination of the contract.

18. FORMER EMPLOYEES OF A STATE AGENCY:

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Respondents must comply with Texas and federal laws and regulations relating to the hiring of former state employees (see e.g., [Texas Government Code §§ 572.054 and 572.069](#) and [45 C.F.R. §74.43](#)). Such “revolving door” provisions generally restrict former agency heads from communicating with or appearing before the agency on certain matters for two years after leaving the agency. The revolving door provisions also restrict some former employees from representing clients on matters that the employee participated in during state service or matters that were in the employees’ official responsibility.

As a result of such laws and regulations, a respondent must certify that it has complied with all applicable laws and regulations regarding former state employees by signing this solicitation. Furthermore, a respondent must disclose any relevant past state employment of the respondent’s or its subcontractors’ employees and agents.

19. CONTRACTOR’S PERFORMANCE:

- 19.1. All work performed under this contract shall be in accordance with this contract, local codes and ordinances and any other authority having lawful jurisdiction. It is important that the contractor performs all duties as stated. Failure to do so may result in cancellation of the contract.
- 19.2. Quality Assurance: The HHS agency shall periodically communicate with the awarded contractor via telephone, email, and on-site visits to address questions, concerns or progress.
- 19.3. All services and deliverables must meet or exceed the required levels of performance specified in this solicitation.
- 19.4. Contractor will perform services in a skillful manner, in accordance with best practices and high professional standards used in well-managed operations performing services similar to the services described in this solicitation.
- 19.5. Within forty-eight (48) business hours, all performance issues reported to the awarded contractor shall be corrected. If requested by the HHS agency, the contractor shall provide a written report detailing the performance issue(s) and resolution. The HHS agency’s contract manager will report/discuss performance deficiencies with the contractor and seek to achieve resolution of the issues with the contractor. The HHS agency contract manager will report the following compliance issues to HHSC/PCS for resolution.
 - Failure to reach agreement on corrective action.
 - Failure to perform in accordance with corrective action plan.
 - Numerous, repeated violations of this contract and corrective action plan(s).
- 19.6. The HHS agency contract administrator and/or PCS may utilize a Comptroller of Public Accounts (CPA) Vendor Performance Form to report awarded contractor’s performance to HHSC Procurement and Contracting Services (PCS) staff. PCS staff may report the contractor’s performance to the Texas Comptroller of Public Accounts-Vendor Performance Section.
- 19.7. Respondent warrants that deliverables developed and delivered under this agreement will meet the specifications as described in the agreement during the period following its acceptance by the HHS agency, through the term of the agreement, including any extensions and/or renewals as provided in the agreement, which is subsequently exercised by HHSC/PCS. Awarded contractor will promptly repair or replace any such deliverables not in compliance with this warranty at no charge to the HHS agency.

20. REMEDIES AND DISPUTES

- 20.1. Respondent agrees and understands that HHS agency may pursue tailored contractual remedies for noncompliance with the agreement. At any time and at its discretion, HHS agency may impose or pursue one or more remedies for each item of noncompliance and will determine remedies on a case-by-case basis. HHS agency’s pursuit or non-pursuit of a tailored remedy does not constitute a waiver of any other remedy that HHS agency may have at law or equity.
- 20.2. The HHS agency will notify respondent in writing of specific areas of awarded contractor performance that fail to meet performance expectations, standards, or schedules, but that, in the determination of HHS agency, do not result in a material deficiency or delay in the implementation or operation of the services.
- 20.3. Awarded contractor will, within three (3) business days (or another date approved by HHS agency) of receipt of written notice of a non-material deficiency, provide the HHS agency requestor a written response that:
 - Explains the reasons for the deficiency, awarded contractor’s plan to address or cure the deficiency, and the date and time by which the deficiency will be cured; or
 - If awarded contractor disagrees with the HHS agency’s findings, its reasons for disagreeing with the findings.

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- 20.4. The awarded contractor's noncompliance may result in delayed payment or non-payment as determined by HHS agency.
- 20.5. At its discretion, the HHS agency may require contractor to submit a detailed written plan (the "Corrective Action Plan") to correct or resolve an issue, deficiency, or a breach of this Agreement.
- A detailed explanation of the reasons for the cited deficiency;
 - Awarded contractor's assessment or diagnosis of the cause; and
 - A specific proposal to cure or resolve the deficiency.
- 20.6. The Corrective Action Plan must be submitted by the deadline set forth in HHS agency's request for a Corrective Action Plan. The Corrective Action Plan is subject to approval by HHS agency, which will not unreasonably be withheld.

21. REFERENCES

Respondents must submit with response a list of business references (minimum 3) for which they have provided similar services for in the last two years. Respondent's references should include at a minimum the company name, company point-of-contact, phone number, address, city, state, zip code and description of services provided, including language(s) interpreted (see attachment "References"). Failure to submit required list of references may cause response to be disqualified. HHSC/PCS may contact any or all references prior to an award. Any negative response may result in disqualification of the vendor's submittal.

22. INVOICING AND PAYMENT

- 22.1. HHSC/PCS will issue an individual purchase order for the HHS agency requiring services under the contract issued in accordance with this solicitation. Each purchase order will include the appropriate bill to address for the HHS agency requesting services.
- 22.2. Invoices submitted to the HHS agency must reflect the purchase order number as shown on the purchase order, and must specify in detail the work completed for which payment is due. Invoices are to be submitted to the address specified on the individual HHS agency purchase order.
- 22.3. Payment for services will be made by the HHS ordering agency in accordance with the Pricing Schedule.
- 22.4. Contractor must submit Invoices on a monthly basis or as otherwise indicated on the purchase order. Separate invoices must be submitted for each service location.
- 22.5. Failure to submit required information may result in delay of payment or return of invoice.
- 22.6. No payment will be made under the contract until and unless the HHS agency approves the services performed.
- 22.7. Prices shown on "Pricing Schedule (Appendix C)" form are all inclusive and no other charges are authorized. It is the responsibility of the awarded contractor to pay for any expenses incurred. The HHS agency will not pay any per diem, travel, hotel, equipment, phone calls, paper, reproduction services, office space, or other incidental expenses related to performing the services as advertised.
- 22.8. If the HHS agency disputes payment of all or any portion of an invoice from the awarded contractor, the HHS agency will notify the awarded contractor of such dispute and both parties will attempt in good faith to resolve the dispute. The HHS agency shall not be required to pay any disputed portion of an awarded contractor's invoice. Notwithstanding any such dispute, the awarded contractor must continue to perform the services and produce deliverables in compliance with the terms of this agreement pending resolution of such dispute so long as all undisputed amounts continue to be paid to the awarded contractor.
- 22.9. Awarded contractor must request payment(s) using a hard copy or invoice submitted to the Receiving Agency after acceptance of Deliverables by the contractor. The contractor may also process its request for payment via the uniform statewide account system if applicable.
- 22.10. Invoicing and payments shall be handled according to the Texas Government Code Chapter 2251 otherwise known as the Prompt Payment Act.

23. INSURANCE

- 23.1. Awarded contractor shall carry insurance in the following types and amounts for the duration of the contract (or the minimum limit specific by State of Texas statute, whichever is highest), and shall furnish Certificates of Insurance within (10) calendar

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days from the receipt of notice award. State or other applicable entities, in lieu of the above, may submit a letter stating that they are self-insuring in the amounts required.

- Statutory Worker’s Compensation and Employer’s Liability with minimum of \$100,000.00.
- Comprehensive General Liability Insurance with minimum Bodily Injury limits of \$ 500,000.00 for each occurrence, and Property Damage limits \$500,000.00 for each occurrence to include Premises-Operations, Broad Form Property Damage, Personal Injury and Contractual Liability Coverage.
- If the insurance policies are not written for the amount specified above, the awarded contractor is requires to carry an Excess Insurance policy for any difference in the amount specified. Awarded contractor shall be responsible for any deductible amounts stated in the policies.
- If the service specified requires the awarded contractor to use an automobile, the awarded contractor shall carry Automobile Liability insurance for all owned, non-owned, and hired vehicles with minimum limits for bodily Injury \$250,000.00 for each person and \$500,000.00 for each occurrence, and Property Damage limits of \$250,000.00 for each occurrence.

23.2. Property Damage: AWARDED CONTRACTOR will protect the HHS agency’s real and personal property from damage arising from awarded contractor its agent’s, employees’ and sub-awarded contractor’s performance of the Agreement. The awarded contractor will be responsible for any loss, destruction, or damage to the HHS agency’s property that results from or is caused by Awarded contractor, its agents’, employees’ or subcontractor’s negligent or wrongful acts or omissions. Upon the loss of, destruction of, or damage to any property of the HHS agency, awarded contractor will notify the HHS agency contract manager or other designated staff. Subject to direction from PCS or the HHS agency’s contractor manager or her or his designee, will take all reasonable steps to protect that property from further damage.

24. MINOR INFORMALITY OR WITHDRAWAL OF RESPONSE

24.1. Responses may be withdrawn from consideration at any time prior to the response submission deadline. A written request for withdrawal must be made to the HHSC Point of Contact. A Respondent has the right to amend its response at any time and to any degree by written notice of changes or corrections in a sealed letter or carton to the Response Coordinator prior to the response submission deadline. HHSC reserves the right to waive minor informalities in a response and award a contract that is in the best interests of the State of Texas. A minor informality may include, but is not limited to, a minor irregularity or error such as a clerical error in the production of copies of the response. When HHSC determines that a response contains a minor informality, HHSC shall notify the respondent of the irregularity or error and shall provide the respondent the opportunity to correct.

25. EVALUATION

25.1. Respondents may submit responses for an entire region or one or more specific locations out of a region. The Pricing Schedule will identify the locations that will be awarded immediately to be serviced now and any additional counties within a respective Region. Attached is an HHSC Regional Map to identify all Texas Regions and associated counties.

25.2. Any negative result concerning submission information, references or forms may cause response to be disqualified.

25.3. In evaluating responses to determine the best value for the State, PCS may consider information related to past contract performance/results of a Respondent including, but not limited to: CPA’s [Vendor Performance Tracking System](#).

25.4. All responses will be evaluated in a standard manner and will be rated according to the following criteria:

25.4.1. COST OF SERVICES SPECIFIED IN SOLICITATION

Costs of services are significant in the overall evaluation of the responses. However, HHSC/PCS is not obligated to select the lowest cost response. The award will be made to the vendor whose response is most advantageous to the HHS agencies, cost and other factors considered.

25.4.2. EXPERIENCE AND PERFORMANCE RECORD

PCS reserves the right to consider Respondent’s experience with this agency or contact individuals or businesses, whether private or governmental, which might have information bearing on the performance record of respondents.

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Respondents must provide three (3) customer references for which a contract was entered into to perform similar or same work as detailed in this solicitation. Each reference should provide information on experience of at least a two-year period. These references must be submitted with the response.

25.4.3. CAPABILITIES

Evaluation will be based upon your response to this solicitation, overall experience, and vendor’s capabilities with particular emphasis on the degree of supervision and number of employees that will be provided to perform this contract

24. PRICING

Respondents must propose their pricing based on the specifications in this solicitation. Respondents must indicate their pricing in the format on the attached “Pricing Schedule” form. The HHS agency is not responsible for any ancillary costs and will not be responsible for any additional expenses incurred by the respondent that are not represented in the respondent’s pricing.

26. AWARD

- 26.1. HHSC/PCS reserves the right to make an award on the basis of a low line item, low total (group or groups) or in any other combination, to the lowest respondent meeting or exceeding all advertised specifications, performance requirements, and terms and conditions, that will best serve the interests of the State. HHSC/PCS shall be sole judge of “the best interest of the State.”
- 26.2. A contract award or awards shall be made to the highest-ranked respondent(s) after PCS is satisfied that the respondent has met stipulations contained in this solicitation, and that the vendor can perform per specifications, terms and conditions. HHSC/PCS may also opt not to issue an award with regard to this solicitation. During the life of this contract PCS reserves the right to solicit for services that would normally be performed/accomplished using this contract if it deems that by doing so would be in the best interest of the state.

27. INSTRUCTIONS FOR SUBMITTING RESPONSES

27.1. Number of Copies:

Submit one (1) original of copy of the response. An authorized representative must sign the original in ink. In addition, submit one (1) electronic copy of the response on a portable media, such as a compact disk, compatible with Microsoft Office 2000. Any disparities between the contents of the original printed response and the electronic response will be interpreted in favor of HHSC.

27.2. **RESPONSE SUBMISSION:**

Submit the following with the response. Failure by the respondent to submit the documentation listed below may disqualify the respondent from further consideration.

Section 1: Signed Solicitation form:

- Original, signed, dated, and completed solicitation form.
- All addendums (if issued).

Section 2: Respondent’s Background and Experience

In this section detail the respondent’s corporate background and experience. If the respondent proposes to use subcontractor(s), it must describe any existing or ongoing relationships with the subcontractor(s), including project descriptions. Describe the respondent’s corporate background as it relates to projects similar in scope and complexity to the project described in this solicitation. This section must include information regarding the years the respondent has been in business under the same name completing the same or similar services.

Section 3: Capabilities:

In this section, detail the respondent’s approach and ability to meet the service requirements as specified in the solicitation. Include organization chart, project management activities, number of staff, with particular emphasis on the degree of supervision and number of employees that will be provided to perform this contract. Include a description of current business activities and if the response includes the use of subcontractors, include a similar description of each

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subcontractor's capabilities. The respondent may add any other information that demonstrates their capability to perform under this contract.

Section 4: Attachments:

In this section, include all required attachments.

- Solicitation Event Document PCS-137
- Price Sheet
- Exhibit A – Affirmations and Solicitation Acceptance
- Appendix B – Respondent Reference Form

28. **PROTEST PROCEDURES**

[Texas Administrative Code, Title 1, Part 15, Chapter 391, Subchapter D](#) outlines HHSC's respondent protest procedures.

29. **CONTRACT ADMINISTRATION:**

Administration of the contract is a joint responsibility of the HHS agency Contract Administrator and PCS. Any proposed changes to work to be performed, whether initiated by the HHS agency or the awarded contractor, must receive final written approval in the form of a Purchase Order Change Notice signed by the authorized PCS purchasing agent.

Upon issuance of purchase order, PCS will designate an individual who will serve as the Contract Manager, if necessary, and point of contact between the agency and the vendor. The Contract Manager does not have any express or implied authority to vary the terms of the purchase order, amend the purchase order in any way or waive strict performance of the terms or conditions of the purchase order. This individual's contract management and contract administration responsibilities include, but are not limited to:

- Monitoring the vendor's progress and performance and ensuring services conform to established specification requirements.
- Managing the financial aspects of the contract including approval of payments.
- Meeting with the vendor as needed to review progress, discuss problems, and consider necessary action.
- Identifying a breach of contract by assessing the difference between contract performance and non-performance.
- Other areas as identified by the Comptroller of Public Accounts' State of Texas Procurement and Contract Management Guide, latest edition.

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Appendix A – RESPONDENT CHECKLIST FOR SUBMISSION OF RESPONSE

The following is checklist of certain required and requested items in this solicitation to assist the respondent in responding to this solicitation. Failure to submit required information may cause response to be disqualified.

Respondent should submit response in accordance with the instructions on the cover sheet. Response must be submitted in a sealed envelope referencing the following information in the lower left corner of the envelope: opening date & time, requisition number and respondent’s name and address.

Respondent must sign and return the face (cover sheet) of the solicitation. Unsigned responses will not be considered under any circumstance.

Respondent shall complete Payee ID Number, full business name and address of Respondent on the face of the solicitation.

Respondent must read the solicitation thoroughly and understands that by signing the response the Respondent represents that they have read and understood the specifications as well as the Terms & Conditions.

Respondent must submit with response a list of business references on the “References” form attached. Failure to submit required list of references may cause response to be disqualified.

Respondent shall submit with response, the following completed forms and information. Failure to return form(s) may cause response to be disqualified.

- Solicitation Form with signature
- Company information as indicated above
- Price Sheet
- Exhibit A – Affirmations and Solicitation Acceptance
- Appendix B – Respondent Reference Form

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Appendix B – Respondent Reference Form

Respondents must submit with response a list of business references (minimum 3) for which they have provided similar services for in the last two years. These references should demonstrate the respondent’s ability to perform the Scope of Work described in the solicitation. Include contract dates and contact information (customer points of contact, address, telephone number and email address). The respondent must explain whether it performed the work as a prime contractor or subcontractor. If the respondent performed the work as a subcontractor, the respondent must describe the scope of subcontracted activities.

1. Business Name:

Point-of-Contact / Title:

Phone: Address/City/State:

Description of Service Provided

2. Business Name:

Point-of-Contact / Title:

Phone: Address/City/State:

Description of Service Provided

3. Business Name:

Point-of-Contact / Title:

Phone: Address/City/State:

Description of Service Provided

4. Business Name:

Point-of-Contact / Title:

Phone: Address/City/State:

Description of Service Provided:

