

TEXAS EDUCATION AGENCY

William B. Travis Building

1701 North Congress Avenue

Austin, Texas 78701-1494

REQUEST FOR OFFER

RFO No.: 701-12-010

**Texas Student Data System (TSDS) Education Data Warehouse (EDW) Hosting Services**

|  |  |
| --- | --- |
| PROPOSAL DELIVERY LOCATION:  Purchasing & Contracts Division  Texas Education Agency  1701 N. Congress Ave., Rm. 2-125  Austin, TX 78701-1494 | REFER INQUIRIES TO:  [EDWHOSTRFO@tea.state.tx.us](mailto:rick.goldgar@tea.state.tx.us) |

WITHOUT EXCEPTION - PROPOSAL MUST BE TIME AND DATE STAMPED BY THE TEA PURCHASING AND CONTRACT OFFICE BEFORE:

August 12, 2011 – 2:00 pm, CT

Sealed proposals will be received until the date and time established for receipt. Prices and other proposal details may only be divulged after award of a contract, if a contract is awarded.

All written requests for information will be communicated to all applicants known to the agency. All proposals shall become the property of the State of Texas upon receipt. All proposals must be delivered to the Texas Education Agency (TEA) Purchasing and Contracts Division as required by the instructions within this request.

All addenda to and interpretation of this solicitation shall be in writing. The State shall not be legally bound by an addendum or interpretation that is not in writing.

Offeror understands and agrees that no public disclosures or news releases pertaining to an award or information provided by TEA to fulfill the requirements of this Request for Offer (RFO) shall be made without prior written approval of TEA.

NOTE: Failure to formalize the terms of the proposal by signing the Execution of Offer will result in disqualification of the offer contained within the bid package. Offeror must indicate any General Provisions terms that are not feasible with the submission of the proposal to this RFO. If a proposal is signed and submitted without including a specific identification of all General Provisions that are not feasible, TEA will not negotiate the General Provisions.

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ATTACHMENT D – FORMAT FOR COVER PAGE

ATTACHMENT E - EDW SOLUTION HOSTING PRICING PROPOSAL (Separate document)

ATTACHMENT F – TEA VENDOR GUIDE (Separate document)

ATTACHMENT G – OP 10-03 – CONFIDENTIAL ENTERPRISE INFORMATION (Separate document)

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ATTACHMENT I - Master Services Agreement (MSA) (Separate document)

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Request for Offer

for the

**TEXAS STUDENT DATA SYSTEM (TSDS)**

**EDUCATION DATA WAREHOUSE (EDW)**

**HOSTING SERVICES**

# INTRODUCTION AND GENERAL INSTRUCTIONS

## INTRODUCTION

TEA intends to develop a statewide district-facing, education data warehouse solution as part of the Texas Student Data Systems (TSDS) initiative. The Education Data Warehouse (EDW) project includes the following components: 1) Education Data Warehouse (EDW); 2) Student, Classroom, Campus and District Performance Dashboards and other district facing reports; 3) Operational Reporting; and 4) support for Data Collection and Submission to TEA. TEA intends to evaluate and select offers that are submitted in response to this RFO for the procurement of the EDW solution hosting services.

Two additional RFOs will be issued related to the EDW Solution Hosting Services 1) An RFO for the procurement of a COTS EDW solution; 2) An RFO for integration services to expand, adapt, and deploy to Texas schools specific functionality using the hosted system and the COTS EDW. This RFO does not address either need.

Texas was awarded a statewide longitudinal data system (SLDS) federal grant[[1]](#footnote-1) in 2010 to build upon the state’s efforts to design and implement the Texas Student Data System (TSDS), a next generation longitudinal data system. In addition, the Michael & Susan Dell Foundation have made a commitment to establish a Texas Student Data System. A portion of these grants will support this RFO effort.

The goal of the EDW solution is to:

* Enable continuous improvement of student performance through performance-based reporting
* Alleviate the data collection burden on school districts
* Improve data quality

The following reference documents provide additional background and information:

Texas Student Data System  
[www.texasstudentdatasystem.org](http://www.texasstudentdatasystem.org)

District Connections Database (DCD) Request for Information  
<http://www.texasstudentdatasystem.org/reference-docs/>

TEA Data Collection, Analysis and Reporting Systems Investigation (TDCARSI) Issues and Recommendations  
<http://ritter.tea.state.tx.us/tea/IBM_TDCARSI_Recommendation.pdf>

State-sponsored Student Information System (SSIS) Request for Information  
<http://www.texasstudentdatasystem.org/reference-docs/>

State-sponsored Student Information System (SSIS) Request for Offer  
<http://www.texasstudentdatasystem.org/reference-docs/>

Draft Canonical Data Model (CDM) Data Standards  
<http://www.tea.state.tx.us/index4.aspx?id=2147495872>

## SCHEDULE

|  |  |
| --- | --- |
| Task | Due Date\* |
| RFO RELEASED TO THE PUBLIC | July 18, 2011 |
| OPEN PERIOD FOR QUESTIONS | July 19 - July 29, 2011 |
| OFFEROR’S CONFERENCE, STEPHEN F. AUSTIN TRAVIS BLDG, **ROOM 170** | July 27, 2011 (2:00 p.m.) |
| INTENT TO SUBMIT OFFERS DUE | July 28, 2011 |
| DEADLINE FOR QUESTIONS | July 29, 2011 |
| OFFERS DUE | August 12, 2011 on or before 2:00 pm |
| FINALISTS PRESENTATIONS\*\***ROOM TBD** | September 12-September 16, 2011 |
| BEST AND FINAL OFFERS DUE | September 28, 2011 |
| AWARD CONTRACT | October 11, 2011 |
| EFFECTIVE DATE OF CONTRACT | October 12, 2011 |

\* Dates may vary as conditions warrant.

\*\*Selected Offeror finalists will be required to be available to present and discuss their offers with TEA between September 12-16, 2011 in Austin, Texas. TEA requests that key staff including the project manager proposed for the project attend the presentation.

## TERM OF THE CONTRACT

Any commercial deliverable products relating to this specific contract (excluding any separate purchases TEA determines to make for other infrastructure hardware software or services to in support this contract) shall be procured during the initial month(s) of the contract. The term of any services, or deliverables created through services, related to the contract shall be from the effective date of contract execution through October 11, 2014. The anticipated starting date is October 11, 2011. The contract that may result from this RFO may be canceled by TEA at any time if, in TEA’s judgment, sufficient funds are not appropriated for the project.

## NOTICE OF INTENT TO SUBMIT OFFER

All prospective Offerors are requested to notify TEA in writing of their intent to submit an offer (Attachment A) by July 28, 2011 to the Purchasing and Contracts Division, by email to [norma.barrera@tea.state.tx.us](mailto:norma.barrera@tea.state.tx.us) or by Fax to 512-475-1706. Failure to notify the agency of the intent to submit an offer will not disqualify the Offeror from submitting an offer.

## RFO COMMUNICATIONS

All questions regarding this RFO must be submitted through the following email address: [EDWHOSTRFO@tea.state.tx.us](mailto:TSDSDCDRFI@tea.state.tx.us).

In order to assure that no prospective Offeror may obtain a competitive advantage because of acquisition of information unknown to other prospective Offerors, any additional information that is different from or in addition to, information provided in the RFO will be provided only in response to written inquiries. Copies of all such inquiries and the written answers will be posted as an addendum to the RFO at the Electronic State Business Daily at <http://esbd.cpa.state.tx.us/>. The addendum will be updated as needed on a weekly basis while the RFO is advertised with the last addendum posting no later than three business days prior to the RFO closing. In order for TEA to respond to written questions, the last day to submit questions is July 29, 2011. The addendum will be updated as needed on a weekly basis while the RFO is advertised. NO PHONE INQUIRIES WILL BE ACCEPTED.

All inquiries will result in written responses with copies posted to the Electronic State Business Daily at: <http://esbd.cpa.state.tx.us/>. If Offerors do not have Internet access, copies may be obtained through Norma Barrera, 512-463-9041 or fax 512-475-1706. Interested parties may visit the TEA Website for RFO updates <http://www.tea.state.tx.us/tea/ProcOpp.html>

Upon publication of this RFO, besides written inquiries as described above, employees and representatives of TEA will not answer questions or otherwise discuss the contents of the RFO with any potential vendor or their representatives. If a potential vendor fails to observe this restriction, that vendor’s response to this RFO may be disqualified. This restriction does not preclude discussions for the purpose of conducting business unrelated to this RFO.

TEA will not be bound by any communication with Offeror other than the written addenda issued by the agency.

## RFO SUBMISSION, DATE, AND TIME

WITHOUT EXCEPTION, OFFER MUST BE TIME AND DATE STAMPED BY THE TEA PURCHASING AND CONTRACTS DIVISION ON OR BEFORE:

**August 12, 2011** – 2:00 pm Central Time

Offers must be submitted in a non-editable PDF format on a CD or flash drive in a sealed envelope (or box as appropriate) with the Offeror’s name, RFO number, and closing date prominently visible on the envelope/package. If multiple envelopes/boxes are used, the Offeror should indicate on the package “specific item # of total # of items.” Pricing proposals must be submitted on the same CD or flash drive in a separate file clearly indicating the Offeror’s name, RFO number, and closing date and must be labeled “Pricing Proposal.”

Facsimile transmissions (FAX) of offers will not be accepted under any circumstances.

### Receipt of Offers

To be eligible to be considered for funding, offers must be received in the TEA's Purchasing and Contracts Division on or before 2:00 pm (Central Time) on the closing date as specified in the RFO. In establishing the time and date of receipt, the Commissioner of Education will rely solely on the time/date stamp of the Purchasing and Contracts division.

### Method of Submittal

Regardless of the method of submitting the offer—United States Postal Service (USPS), United Parcel Service, Federal Express, Purolator, or any other delivery service—the offer must be actually received in the agency’s Purchasing and Contracts Division by 2:00 pm (Central Time) on or before the closing date in order to be considered. Any offer received by TEA after this time and this date will be deemed late, and the agency will not evaluate or consider any late offer for contract award, regardless of the circumstances or reasons given for why the offer was late.

TEA WILL NOT accept a USPS postmark and/or round validation stamp, mail receipt with the date of mailing stamped by the USPS, a dated shipping label, invoice or receipt from a commercial carrier, or any other documentation as proof of TEA's receipt of any offer. Offerors are advised that TEA assumes no responsibility, due to any circumstances, for the receipt of an offer after the deadline time and date established in this RFO. Purchasing and Contracts Division

TEA's Purchasing and Contracts Division is open Monday through Friday, 8:00 am to 5:00 pm, excluding holidays. Offers will not be considered if received after 2:00 pm (Central Time) on the closing date. TEA’s Purchasing and Contracts Division is located on the second floor of the William B. Travis Bldg, 1701 N. Congress (at 17th St. and N. Congress, two blocks north of the Capitol) in Rm. 2-125, Austin, TX 78701-1494. The mailing address is:

Purchasing and Contracts Division, Rm. 2-125

Texas Education Agency

William B. Travis Bldg.

1701 N. Congress Ave.

Austin, TX 78701-1494

### Number of Copies of Offer

A single electronic copy, in non-editable PDF format, (CD or flash drive) of the offer must be submitted and received in the TEA Purchasing and Contracts Division by 2:00 pm on the established deadline date. Failure to meet this condition shall result in disqualification of offer and the offer shall receive no further consideration.

### Offer Format and Content

Offers must be formatted to print entirely on 8 ½” X 11” white paper and must be limited to 100 pages, not including appendices and attachments. Offers shall include a “Table of Contents” and give page numbers for each part of the qualifications. Number all pages of the offer sequentially using Arabic numerals (1, 2, 3, etc.). Separate and identify each criterion response to Section 1.7 of this RFO. The Offeror is not required to number the pages of the Historically Underutilized Business (HUB) Subcontracting Plan.

### Response Checklist

|  |  |  |
| --- | --- | --- |
|  | SCOPE OF THE SOFTWARE PROCUREMENT OFFER |  |
|  | COVER PAGE | Sec. 1.7, Attachment D |
|  | TABLE OF CONTENTS | Sec. 1.7 |
|  | EXECUTIVE SUMMARY | Sec. 1.7 |
|  | DEMONSTRATING UNDERSTANDING OF REQUIREMENTS AND ABILITY TO DELIVER | Sec. 1.7 |
|  | STRUCTURE OF ORGANIZATION | Sec. 1.7 |
|  | CORPORATE OVERVIEW, DIRECTION & STRATEGY | Sec. 1.7 |
|  | MANAGEMENT PLAN | Sec. 1.7 |
|  | SUBCONTRACTS | Sec. 1.7 |
|  | REFERENCES | Sec. 1.7 |
|  | PERSONNEL RESOURCES | Sec. 1.7 |
|  | PRICING PROPOSAL | Sec. 1.8, Attachment E |
|  | PAYMENT SCHEDULE | Sec. 1.9 |
|  | PROSPECTIVE VENDOR’S FINANCIAL RESPONSIBILITY | Sec. 1.12 |
|  | SIGNED EXECUTION OF OFFER | Attachment B |
|  | HUB SUBCONTRACTING PLAN FORMS | Sec. 1.11, Attachment C |

Failure to return all information on the checklist may disqualify the proposal.

### Offerors’ Conference

An Offerors’ conference will be held to assist potential Offerors in clarifying their understanding of the scope and nature of the services required. The conference is scheduled as follows:

Wednesday, July 27, 2011

2:00 p.m. Central Time

Stephen F. Austin Building

1700 North Congress Ave.

Room 170 (1st Floor)

Each person attending will be required to sign a register setting out the name, address, telephone number, and email address of the representative, and the firm or organization represented.

The conference will be open to all potential Offerors, and all questions asked and answered will be in the presence of all attending. Oral answers will not be binding until posted to the web site identified in Section 1.5, under RFO Communications. Attendance at the conference is not mandatory.

## SCOPE OF HOSTING SOLUTION PROCUREMENT OFFER

The Scope of the Hosting Solution procurement Offer must NOT include any pricing information. See Pricing instructions in Section 1.8.

* Cover Page: The cover page must contain, at a minimum, all information that is included on Attachment D – Cover Page.
* Table of Contents: The Offeror must include a Table of Contents and provide a unique number on each page of their offer.
* Executive Summary: The Offeror must provide a summary of no more than two pages of the offer and the major benefits to TEA.
* Demonstrating Understanding of Requirements and Ability to Deliver: The Offeror must provide information on the product’s ability to meet the requirements and deliverables in sufficient detail to demonstrate his or her understanding of the product described under this RFO.
* Structure of Organization: The Offeror must provide an organization chart of the Offeror’s organization, highlighting the business unit and team that will be responsible for any product extensions and maintenance.
* Corporate Overview, Direction & Strategy: The Offeror must describe the company’s background and project experience relevant to this RFO. The Offeror must also describe the company’s primary areas of strength and excellence and how it positions or differentiates itself within the statewide education data warehouse market. The Offeror must describe the company’s product vision.
* Management Plan: The Offeror must provide satisfactory evidence of the capability to manage and coordinate the types of activities described in the RFO and to produce the specified product on time. To provide information on qualifications to accomplish the described tasks, Offerors must include a statement on the availability and commitment of the Offeror and the Offeror’s assigned personnel to undertake the project.
* Subcontracts: Contractor shall not assign, transfer or subcontract any of its rights or responsibilities under this Contract without prior formal written amendment to this Contract properly executed by both TEA and Contractor.  Any changes to the HUB Subcontracting Plan (HSP) must be approved by the Agency HUB Coordinator in writing before staffing changes are initiated.
* References – Past Performance: The Offeror must provide at least three (3) applicable successful deployments of statewide education data warehouses within the past three (3) years similar in size, scope, and complexity to the one described in this RFO.  
    
  No employees of TEA can be listed in the proposal as references. The TEA employees may be listed in a memo transmitting the proposal. If you plan to use external consultants or subcontractors, a staff organization and resumes of the subcontractors must be included.  
    
  The Offeror must describe the nature of each engagement and include at least two (2) customer reference contacts per project, including current contact information. Education and public sector references may be given additional consideration.   
    
  For each reference provided, the Offeror must list the following:
* Organization/Company name
* Point of contact with current telephone number and email address
* Project description
* Total contract value
* Key technologies employed (hardware and software tools)
* Date the system was placed in production

The TEA will contact references to verify past performance in the following areas:

* Quality of deliverables
* Methodology
* Timeliness/adherence to schedule and budget
* Business conduct
* Innovation
* Problem resolution
* Customer satisfaction
  + **Personnel Resources:** The TEA Contract Manager must pre-approve any changes in key personnel throughout the contract term. Offeror must demonstrate that the key staff assigned to the project including subcontractors are experienced in that function to possess the necessary level of expertise.  An employee or subcontractor may be identified for more than one functional area, and, more than one employee or subcontractor may be identified for the same functional area. Offeror must provide statements from each of its subcontractors, signed by an individual authorized to legally obligate each subcontractor, attesting to the fact that it will provide the services as represented in the proposal response.

TEA may require the selected Offeror to modify or broaden the scope or to implement other changes in this project as required by legislation by the commissioner of education. Contract terms will allow the agency to modify the contract as needed to provide resources for additional mandates. Offerors are therefore advised to consider this requirement in the event of changes to the program during the term of the contract period.

## PRICING PROPOSAL

The Pricing Proposal (Attachment E) must be submitted on electronic CD or flash drive in non-editable PDF format, in a separate file from the technical scope of services response package. To demonstrate an understanding of what is included in the Pricing Proposal, Offerors must list in their pricing proposals all assumptions used to compile the prices given for the project. Offers must be valid for at least 120 working days from the date of submittal of an offer.

## PAYMENT SCHEDULE

Unless otherwise indicated by the TEA, payment will be made only by reimbursement upon satisfactory performance of deliverables or services. Payment will be made upon submission of properly prepared and certified invoices, which detail the deliverables provided during the invoice period and associated costs. The information provided on each invoice must coincide with the tasks and pricing or cost categories outlined in the approved Pricing Proposal, as negotiated by the TEA. Payments shall be made in accordance with the Prompt Payment Act provided in TGC, Title 10, Subtitle D, Section 2251.

As a part of an offer, Offeror must provide a proposed schedule for the payment of fees based on the satisfactory completion and acceptance of deliverables or services in the Pricing Proposal. This payment schedule is subject to negotiation, and must be approved by TEA and incorporated into the contract. Once approved and included in the contract, payments to the selected Offeror will be made according to that schedule, subject to TEA’s withholding of retainage.

The TEA will withhold retainage in the amount of five percent (5%) from all payments except the final payment. The Awarded Vendor therefore shall be required to deduct five percent (5%) from each payment requested. Each of the Awarded Vendor’s invoices should reflect this deduction for retainage, except that the Awarded Vendor, based on satisfactory performance, will be allowed to include the total dollar amount of retainage in its final invoice under the contract. Satisfactory performance shall be determined in accordance with the terms of the contract and shall include timeliness and accuracy of the deliverables.

## EVALUATION OF OFFERS AND SELECTION OF VENDOR(S)

The TEA, in accordance with TGC, Section 2157.001, et seq. will select the offer(s) that represent(s) the best interest of the state and the best value for the state. The TEA reserves the right to negotiate any part of the selected offer(s) (including price, specifications, and terms) in order to obtain a final contract that meets these conditions.

The offer(s) will be selected based on, among other factors and criteria described in this RFO, demonstrated competence and qualifications of the Offeror, product features, and the reasonableness of the proposed price.

Following are the criteria and the total number of points and weight of each portion of the contract that will be applied in selecting each procurement offer. Weights are determined by TEA based on the criticality of the particular factor to the selection process. Offerors are cautioned not to minimize the importance of adequate responses in any area because it carries less weight than other areas.

### **Education Data Warehouse (EDW) Solution Hosting Services**

1. Services: 20 points
   1. The applicability of the services, as presented including any value-added capabilities for immediate use. This includes a timeline, including human resource requirements, for staged deployment, required enhancements or extensions to the services.
   2. The fit of the services with infrastructure specified by TEA
2. Company experience, viability and past project performance: 40 points
   1. Experience in supporting Software as a Service (SaaS) hosting solutions.
   2. Company’s financial viability and stability.
   3. Documented experience supporting similar security requirements in an SaaS environment
   4. Documented performance on similar past projects and services efforts
3. Understanding of the capabilities to be provided: 20 points
   1. Description of plan to meet the requirements and deliverables, in sufficient detail, to demonstrate understanding of the scope of work under this RFO.
   2. Understanding of, and documented ability and willingness to support the specified TEA infrastructure
   3. Description of setup, installation, configuration and infrastructure integration (including integration of TEA specified products) in sufficient detail to assure the SaaS deployment will be successful and ready for use.
   4. Understanding of, and documented ability and willingness to support the specified performance and capability requirements
4. Price: 20 points
   1. Cost of initial SaaS setup, installation and configuration
   2. Cost of initial SaaS integration, including TEA specified products
   3. Cost of monthly SaaS services, based on usage metrics, with a forecast of month by month costs for the three year term of the initial contract.
   4. Cost model for SaaS enhancements, including any previously unscoped changes to the configuration.
   5. Cost model for any emergency data or reporting requests related to the SaaS environment

TOTAL: 100 points

### Review, Recommendations, and Award

Review of offers will begin after the closing date that offers must be submitted. The Offerors whose offers receive the most favorable ratings during the first round of selection will be considered finalists and will be asked to send representatives to Austin, Texas, at a time and place to be arranged for oral presentation of offers. The finalist(s) will be rated again following oral presentations. The evaluation team shall consist of TEA staff knowledgeable in the content area, and may also include reviewers from outside the agency with expertise in the area.

The recommendations of the evaluation team will be assembled and presented to an Executive Review Team. TEA will then do one of the following:

1. Approve the offer in whole or in part
2. Defer action on the offer
3. Cancel the entire solicitation

TEA may commence negotiations with the top finalist(s) and may determine that the finalist(s) should submit a Best and Final Offer (BAFO). After receipt of the BAFO(s), all finalists submitting a BAFO shall be re-evaluated based on the Evaluation Criteria.

TEA reserves the right to negotiate with any one or more of the finalists in an effort to reach agreement and conclude a written, executed contract.

TEA will notify each Offeror in writing of the selection or non‑selection for award. Additional copies of offers not selected for award will be destroyed in accordance with the agency approved records retention policy.

## HISTORICALLY UNDERUTILIZED BUSINESSES (HUB)[[2]](#footnote-2) REQUIREMENTS

It is the policy of the TEA to promote and encourage contracting and subcontracting opportunities for HUBs in all contracts. Accordingly, TEA has adopted the Policy on Utilization of HUBs. TEA has determined that subcontracting opportunities are possible as part of this procurement and the HUB Subcontracting Plan (HSP) is a required element of the response. Failure to submit a required HUB Subcontracting Plan (HSP) will result in rejection of the Offeror's response. Additional instructions regarding HUB and HSP are included in Attachment C.

## PROSPECTIVE VENDOR’S FINANCIAL RESPONSIBILITY

All private sector companies, individuals, or non-profit organizations are required to submit along with their offer, indicators of financial stability. For example:

* Private companies must submit their most recent audited financial statement or a certified public accountant compiled financial report.
* Nonprofits must submit an audited financial statement, a financial report compiled by a certified public accountant, or similar document.
* Individuals must submit those documents that depict their financial stability, such as an audited proprietorship financial statement, statement from a certified public accountant or banker, or a statement from vendors or suppliers.

All nonprofit organizations are also required to submit proof of nonprofit status. An Offeror may show that it is a nonprofit organization by any of the following means:

* A copy of a letter from the Internal Revenue Service recognizing that contributions to the organization are tax deductible under Section 501(c)(3) of the Internal Revenue Code
* A statement from a state taxing body or the state attorney general certifying that the organization is a nonprofit organization operating within the state and that no part of its net earnings may lawfully benefit any private shareholder or individual
* A certified copy of the Offeror's certificate of incorporation or similar document if it clearly establishes the nonprofit status of the Offeror
* Any item described above if that item applies to a state or national parent organization, together with a statement by the parent organization that it is a local nonprofit affiliate

The Offeror shall provide to agency the Offeror’s 9-digit Federal Employer's Identification Number (FEI); or the Offeror’s 14-digit State of Texas Payee Identification Number (TIN).

## CONFLICT OF INTERESTS

An Offeror will not be selected if it has a conflict of interest that will or may arise during the performance of its obligations under the contract. For this reason, Offeror’s response to this RFO must disclose all business interest and all relationships that could reasonably be considered to pose possible conflicts of interest in the Offeror’s performance of contract obligations. In addition, each Offeror must represent and warrant in its response to this RFO and in the contract that in the performance of services under the contract, (1) Offeror does not have and will not have any actual or potential conflict of interest, and (2) Offeror will take whatever reasonable actions may be necessary and prudent to avoid even the appearance of impropriety.

# BACKGROUND, SCOPE, OBJECTIVES

## BACKGROUND INFORMATION

For over 20 years, Texas has performed thorough data collections to support state and federal reporting and policy efforts. As a result, many of the required data elements for a statewide longitudinal data system are currently in place[[3]](#footnote-3). However, the current systems were not developed to support more recent demands for timely, transparent, accessible, and immediately actionable data back to stakeholders.

The TEA data management environment is currently focused on meeting state and federal compliance reporting requirements. A district-facing data warehouse will make near real time, actionable data available to educators and relevant stakeholders.

The TEA collects organization, budget, actual financial, staff and student data for approximately 1,250 school districts, 8,700 campuses, and over 4.6 million students in the Texas public school system. The vast majority of Texas districts serve fewer than 5,000 students, and many of these districts have difficulty providing budgets and staff to support even basic local information technology efforts.

The complexity of the state reporting process places great demands on local administrations. By providing a district facing data warehouse, these state reporting needs can be met more transparently, using data that districts would already provide for the warehouse.

The anticipated outcome of the TSDS EDW solution is the expansion of the current information management environment from a point-in-time data collection and reporting environment to a timely and dynamic environment that will:

* Provide a platform to deliver relevant and actionable data back to district stakeholders for the continuous improvement of student and district performance.
* Ease the data collection burden on school districts and improve data quality by automating and standardizing the transformation and aggregations required for state and federal accountability submissions.



1. TSDS EDW Solution Overview

The EDW will be required to accept source data, using a defined Canonical Data Model format and load via bulk loads or web service (, Item A). The EDW will then extract, load, and partially validate the data, storing the data in the operational data store (, Items B,C,D,E). The EDW must support and participate in all EDW solution policies: governance and standards, data quality and metadata, security, identity management, access control, and auditing (, Items L, M, N).

# EDW Solution Software as a Service (SaaS) HOSTING SERVICES SCOPE AND OBJECTIVES

## SCOPE

TEA intends to procure hosting services for the EDW solution for development, test, staging and production environments. The hosting provider will provide Software as a Service (SaaS) and must:

* Install appropriate hardware in the facility
* Procure the required software (e.g. Cognos, etc.) and tools licenses
* Install and properly configure the required software and tools on the hardware
* Integrate the software such that it provably works together prior to any subsequent state adaptations or additional functionality
* Operate and maintain the services according to Service Level Agreements

Services to support the EDW solution will be required to expand and scale during the contract period. TEA requires the ability to pay monthly for actual services used. TEA may consider shared/hybrid environments if the Offeror can deliver security sufficient to meet TEA requirements. The following tables outline currently predicted capacity and load forecasts based on current information. They are estimates only, provided to help the Offeror determine projected license costs and monthly services costs.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | |  | |  | |  | | |  | |  | |  |  |
| **Capacity and Load Services Expectations** | | | | | | | | | | | | |  | | |
|  | | **Target**  **Capacity\*\*** | | **Q1**  **2012** | | **Q2**  **2012** | | **Q3**  **2012** | **Q4**  **2012** | | **Q1**  **2013** | | **Q2**  **2013** | | |
| **Environments Supported** | | **Dev**  **Test**  **Staging**  **Prod** | | **Dev**  **Test** | | **Dev**  **Test**  **Stage**  **Prod** | | **Dev**  **Test**  **Stage**  **Prod** | **Dev**  **Test**  **Stage**  **Prod** | | **Dev**  **Test**  **Stage**  **Prod** | | **Dev**  **Test**  **Stage**  **Prod** | | |
| **Data Capacity** | | **35 TB** | | **2 TB** | | **3 TB** | | **5 TB** | **8 TB\*** | | **10 TB\*** | | **12 TB\*** | | |
| **Number of LEAs** | | **1250** | | **6** | | **10** | | **20** | **40** | | **150** | | **300** | | |
| **Concurrent Users** | | **90K** | | **5K** | | **9K** | | **15K** | **20K\*** | | **25K\*** | | **30K\*** | | |
| **Total Users** | | **350K** | | **10K** | | **20K** | | **45K** | **60K** | | **80K** | | **120K** | | |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Table 1: Capacity and Load Services Expectations

\* Based upon data capacity testing performed between Q3 2012 and Q4 2012, the subsequent data capacity and concurrent user requirements will be refined at that time.

\*\* Once the Target Capacity is met, the data capacity must be increased by 10% per year.

Figure 2 is an overview of the EDW solution environment. The required infrastructure is three-tier with each tier including appropriate security and firewall services. The EDW solution requires continuity of business services and the primary hosting environment must be in Texas. The primary hosting environment must support production workloads, the staging environment, ad-hoc reporting, and the development and test environments. The secondary hosting site will provide failover capabilities in case of service interruption or a disaster. It must be located within the contiguous 48 states of the United States of America.



1. Hosting Environments

SaaS services required for the EDW solution

|  |  |  |
| --- | --- | --- |
| **Hardware** | **Function** | **Software** |
| File servers | Provides secured file load | Managed File Transfer |
| Web server | Host for application interfaces | Microsoft IIS |
| Portal servers | Hosts Portal | SharePoint or WebSphere portal |
| Security servers | Identity/Access Control/LDAP | TIM/TAM |
| Application servers | Host for PEIMS/Data Collection applications/Dashboards | TEA applications |
| Business Rules Engine servers | Hosts for business rules engine | ILOG |
| ESB/Workflow Servers | Host for ESB and scheduler | WebSphere MQSeries and workflow software |
| ETL Servers | Data Services | InfoSphere DataStage |
| Data Profiling/Data Quality Servers | Data profiling, data quality | InfoSphere Quality Stage, Information Analyzer |
| Reporting Servers | Business Intelligence | Cognos |
| Exadata Database Servers | Database Servers | Oracle Enterprise Edition, Real Application Clusters, Advanced Security, Advanced Compression, Data Vault, Partitioning, Directory Plus (This software to be procured by TEA) |
| Build and Deployment Servers | Software build and deploy | Vendor provided/automation scripts |

Table : SaaS Services Required

SaaS software interaction is outlined below.



1. SaaS software interaction

## OBJECTIVES

The objective of this RFO is to obtain Offers from potential vendors for a SaaS hosting services to satisfy the requirements for a statewide Education Data Warehouse (EDW) solution in Texas. Offeror’s response must meet all objectives including but not limited to requirements listed in each objectives section. Responses must be submitted using the format included in Appendices J and K.

* **Software as a Service (SaaS) Services.** TEA requires a SaaS solution that includes the necessary computing environment, network, and application software required for the EDW solution.
* **Availability, Disaster Recovery, Backup & Restore Services.** TEA requires that the software services be highly-available and able to withstand power, server, software, and network failures without loss of service. TEA requires that the software services maintain data integrity.
* **Capacity and Load Services.** Capacity and load planning services and performance measurement are required to ensure scalability expansion of the environment meets TEA requirements, including availability and response times (refer to [Table 1](#CapacityLoad)).
* **Security Services.** The Offeror must supply secure facilities, personnel, and processes that meet TEA and Federal requirements.
* **Management and Reporting Services.** The Offeror must have proven processes for supporting, maintaining and enhancing the EDW solution environments. These must meet TEA requirements.
* **Monitoring and Support Services.** The Offeror must have enterprise-wide monitoring and support that meet TEA requirements.
* **Administration and Configuration Services**. The Offeror must provide administration and configuration services that meet TEA requirements.
* **Change Management.** The Offeror must provide change management policies and processes that meet TEA requirements.
* **Network Infrastructure.** The Offeror must provide a network infrastructure that meets the EDW solution and TEA requirements.
* **Incident Response Service Level.** The Offeror must adhere to service level agreements when responding to incidents that meets TEA requirements.

#### Software as a Service (SaaS)

TEA requires a SaaS solution that includes the necessary computing environment, network, and application software required for the EDW solution. Responses must be submitted using Appendix J, Sec 2.

The SaaS requirements include:

|  |  |
| --- | --- |
| **HST100** | The EDW solution must incorporate a data warehouse model that is compatible with the features of Oracle 11g Release 2 (11.2) or greater. |
| **HST101** | The hosting service must maintain the Oracle products no older than one version. |
| **HST102** | The hosting service must maintain the Oracle products on a currently supported version (whether that is the current release or an older release, it must still be currently supported by Oracle for patches and maintenance). |
| **HST103** | TEA will procure the Exadata Server hardware (two half racks; one for primary datacenter and second for alternate data center. The first half rack is intended for production. The second half rack will be used for development, test and staging) and core Oracle licenses. The hosting service is responsible for procuring the appropriate Oracle operational software. Though they may negotiate with Oracle Corporation using the TEA, state and education discounts where feasible and appropriate, the hosting service is responsible for licensing and ongoing maintenance costs for the Oracle environment and associated products supporting this SaaS effort. |
| **HST104** | The Oracle environment must be the database environment for the data warehouse. IBM Tivoli Identity Manager and Tivoli Access Manager (TIM/TAM) must be provided as the primary security platform for EDW solution. |
| **HST105** | The hosting service must maintain the TIM/TAM products no older than one version. |
| **HST106** | The hosting service must maintain the TIM/TAM products on a currently supported version (whether that is the current release or an older release, it must still be currently supported by IBM for patches and maintenance). |
| **HST107** | Though they may negotiate with IBM Corporation using the TEA, state and education discounts where feasible and appropriate, the hosting service is responsible for licensing and ongoing maintenance costs for the TIM/TAM environment and associated products supporting this SaaS effort. |
| **HST108** | The TIM/TAM environment must be the primary security environment for the data warehouse. |
| **HST109** | The TIM/TAM environment must conform to the architecture that TEA has defined for other TEA TIM/TAM efforts. This environment is described in [Figure 1](#LayerCake). |
| **HST110** | IBM InfoSphere DataStage (DataStage) must be provided as the primary tool supporting ETL for the data warehouse. |
| **HST111** | The hosting service must maintain the DataStage products no older than one version. |
| **HST112** | The hosting service must maintain the DataStage products on a currently supported version (whether that is the current release or an older release, it must still be currently supported by IBM for patches and maintenance). |
| **HST113** | Though they may negotiate with IBM Corporation using the TEA, state and education discounts where feasible and appropriate, the hosting service is responsible for licensing and ongoing maintenance costs for the DataStage environment and associated products supporting this SaaS effort. |
| **HST114** | IBM InfoSphere QualityStage (QualityStage) and IBM InfoSphere Information Analyzer (InfoAnalyzer) must be provided as a data quality management platform. |
| **HST115** | The hosting service must maintain the QualityStage and InfoAnalyzer products no older than one version. |
| **HST116** | The hosting service must maintain the QualityStage and InfoAnalyzer products on a currently supported version (whether that is the current release or an older release, it must still be currently supported by IBM for patches and maintenance). |
| **HST117** | Though they may negotiate with IBM Corporation using the TEA, state and education discounts where feasible and appropriate, the hosting service is responsible for licensing and ongoing maintenance costs for the QualityStage and InfoAnalyzer environment and associated products supporting this SaaS effort. |
| **HST118** | IBM WebSphere ILOG (ILOG) must be provided as the primary tool supporting business rules management. |
| **HST119** | The hosting service must maintain the ILOG products no older than one version. |
| **HST120** | The hosting service must maintain the ILOG products on a currently supported version (whether that is the current release or an older release, it must still be currently supported by IBM for patches and maintenance). |
| **HST121** | Though they may negotiate with IBM Corporation using the TEA, state and education discounts where feasible and appropriate, the hosting service is responsible for licensing and ongoing maintenance costs for the ILOG environment and associated products supporting this SaaS effort. |
| **HST122** | Aside from any data warehouse specific tools required to maintain the data warehouse, ILOG must be the primary tool supporting business rules management for the data warehouse. ILOG may also be the alternative tool in place of any data warehouse specific tools for this effort. |
| **HST123** | IBM Cognos, Version 10.1 or greater must be provided for business intelligence analysis and reporting. |
| **HST124** | The hosting service must maintain the Cognos products no older than one version. |
| **HST125** | The hosting service must maintain the Cognos products on a currently supported version (whether that is the current release or an older release, it must still be currently supported by IBM for patches and maintenance). |
| **HST126** | Though they may negotiate with IBM Corporation using the TEA, state and education discounts where feasible and appropriate, the hosting service is responsible for licensing and ongoing maintenance costs for the Cognos environment and associated products supporting this SaaS effort. |
| **HST127** | Cognos must be the primary tool supporting business intelligence and reporting for the data warehouse. Many of the reporting needs may be satisfied by Cognos reports that have been executed prior to the need and loaded onto a report server in a form that does not require Cognos resources to deliver them. |
| **HST128** | Cognos live queries must meet the availability and response time requirements. |
| **HST129** | The SaaS solution must provide one or more portals to provide access to the data warehouse environment. |
| **HST130** | The SaaS portals must adhere to the security requirements of this RFO. |
| **HST131** | The SaaS portals must support single sign-on capability and role-based access. |
| **HST132** | The SaaS portals must utilize the TIM/TAM security environment as their security infrastructure. |
| **HST133** | As noted previously, TEA intends to procure the EDW data warehouse product through a separate RFO (No. 701-12-003).  TEA expects the contract awarded for the data warehouse product to include a license to TEA.  The license is expected to permit TEA not only to access and use the product for all uses necessary for the data warehouse solution, but also to transfer all rights and obligations under the license to the vendor selected to provide the data warehouse hosting services.  As part of the contract with the hosting services vendor, TEA intends to transfer the EDW data warehouse product license to the hosting services vendor, which will be required to assume all TEA’s rights and obligations under the license.  Accordingly, each Offer submitted in response to this RFO must state the Offeror’s agreement, as part of the final contract with TEA, to assume all TEA’s rights and obligations under the license for the EDW data warehouse product for the duration of the Offeror’s contract, including any amendments, renewals, and extensions. |

#### Availability, Disaster Recovery, Backup & Restore Services

TEA requires that the software services be highly-available and able to withstand power, server, software, and network failures without loss of service. TEA requires that the software services maintain data integrity. Responses must be submitted using Appendix J, Sec 3.

The Availability, Disaster Recovery, Backup & Restore requirements include:

|  |  |
| --- | --- |
| **HST200** | The production instance of the EDW solution must be available 99.9% of the time. This availability must be verifiable at the edge of the hosting service internet connection. The end users own networks or capacity are not considered as part of this availability requirement. In the event of a dispute, the SaaS vendor must be able to verify whether or not any stated end user availability problems are due to SaaS vendor availability problems from the edge of the hosting services internet connection to the EDW solution. |
| **HST201** | The Development/Test instance of the EDW solution must be available 95% of the time. This availability must be verifiable at the edge of the hosting service internet connection. The end users own networks or capacity are not considered as part of this availability requirement. In the event of a dispute, the SaaS vendor must be able to verify whether or not any stated end user availability problems are due to SaaS vendor availability problems from the edge of the hosting services internet connection to the EDW solution. |
| **HST202** | The SaaS solution provider shall provide a Disaster Recovery / Business Continuity plan that is in place and tested before the commencement of initial rollout. |
| **HST203** | The Recovery Time Objective for Disaster Recovery is recovery of the SaaS solution within 72 hours after a Disaster has been declared. |
| **HST204** | The hosting service must perform, at a minimum, nightly and weekly backups of all data, reports and code that are contained on the system. These may be performed incrementally or in full but must be capable of full point in time restoration. |
| **HST205** | TEA requires that some files to be retained permanently. These files must be tested for recoverability at least every three (3) years. |
| **HST206** | Onsite and offsite storage must be provided for backup and recovery. Transportation to an offsite storage facility, whether physical or electronic, must be performed in a secure manner. |
| **HST207** | Data replication between the primary and the failover hosting environments must be provided and meet availability, load balancing, and disaster recovery SLAs. Replication between the primary and failover hosting environments must be performed in a secure manner. |
| **HST208** | Production and failover hosting sites must be provided, with the production site residing in Texas and failover site within the 48 contiguous states of the United States of America. |
| **HST209** | The testing of the disaster recovery process must occur yearly. |
| **HST210** | The results of disaster recovery processes testing shall be verified by the vendor, TEA, and an independent third party provided at the vendor’s expense, to ensure that SLA requirements are met or to identify areas needing improvement. |
| **HST211** | The management of any service interruption, whether planned or unplanned, must occur without the loss of system and data integrity. |
| **HST212** | In the event of failover, the SaaS solution shall be fully operable within two (2) hours. |
| **HST213** | The SaaS solution vendor shall maintain complete and up-to-date copies of all software (source code and all necessary components) in escrow to support business continuity. |
| **HST214** | The vendor shall ensure that the SaaS solution can be built from the source code in escrow. |

#### Capacity and Load Services

Capacity and load planning services and performance measurement are required to ensure scalability expansion of the environment meets TEA requirements, including availability and response times. Responses must be submitted using Appendix J, Sec 4.

Capacity and Load Services requirements include:

|  |  |
| --- | --- |
| **HST300** | Periods of excessive demand (greater than the projected number of transactions) must be satisfied within four (4) hours per the SLA. |
| **HST301** | The solution must provide the ability to add capacity transparently, without disruption to current services, availability or response times. |
| **HST302** | The solution must be able to scale for onboarding and peak times without disruption to current services, availability or response times. |
| **HST303** | The Hosting Vendor must perform capacity planning and performance management services to ensure the SaaS solution meets current and forecasted growth and usage patterns. |
| **HST304** | The Hosting Vendor must perform capacity planning and performance management services for the entire end-to-end SaaS solution, not just the database or data warehouse software. |
| **HST305** | The SaaS solutions must include storage capacity as identified in the Capacity and Load Services Expectations table ([Table 1](#CapacityLoad)). |
| **HST306** | Loading services that load 50GB data per minute from the edge of the hosting service must be provided. |
| **HST307** | Support for the initial load of prior year dashboard data must be provided during off-peak hours. |
| **HST308** | Support for the onboarding/deployment of data such as, district, campus, financial, student, and staff data, for 1238 LEAs and five (5) million students over a three (3) year period must be provided. |
| **HST309** | The SaaS solution must provide load balancing services that assure the availability and response time requirements are met. |
| **HST310** | Computer storage space needs to be allocated in production, development, test, and staging for incoming files to be loaded and processed. TEA currently estimates the space allocation to be 2TB in production. TEA currently estimates the space allocation at 2TB per each of the following environments: development, test, and staging. Additional file storage is required for data to be staged for export and the saving of reports. Initially, this will be 2TB in production and 1TB in each of the following: development, test, and staging. |

#### Security

The Offeror must supply secure facilities, personnel, and processes that meet TEA and Federal requirements. Responses must be submitted using Appendix J, Sec 5.

The Security requirements include:

|  |  |
| --- | --- |
| **HST400** | The SaaS solution must provide a secure, 3-tier infrastructure with double demilitarized zones. |
| **HST401** | The SaaS solution must assure adherence to FERPA requirements for any efforts in the purview of the Hosting Vendor. |
| **HST402** | The SaaS solution must assure adherence to HIPAA requirements for any efforts in the purview of the Hosting Vendor. |
| **HST403** | The SaaS solution must provide for TEA or TEA designee access and authorization permissions for application and database "root" permissions for development, test, and staging environments. |
| **HST404** | The SaaS solution must provide for TEA or TEA designee access and authorization permissions to install, configure, update, and modify the EDW solution at application and database levels for development, test, and staging. |
| **HST405** | The SaaS solution must provide for TEA or TEA designee access and authorization permissions for applications and data read permissions for the production environment. |
| **HST406** | The Hosting Vendor must have security personnel at the data center 24x7x365. |
| **HST407** | The Hosting Vendor must record all activities in this SaaS portion of the data centers via video 24x7x365 and must retain the videos for a minimum of ninety (90) days. |
| **HST408** | The Hosting Vendor must perform background checks for employees and contractors who are under this contract and for any employees or contractors who may have access to the equipment or applications under this contract, whether they are under this contract or not. The SaaS solution must provide a copy of the background checks to TEA upon request. |
| **HST409** | The SaaS solution must support role-based administration and access and the Hosting Vendor must use this capability to manage the SaaS solution user access. |
| **HST410** | The Hosting Vendor must change the roles and access of any employees or applications accessing assets under this contract, e.g. due to changed role status or termination and separation of duties, within twelve (12) hours of that changed status. |
| **HST411** | The Hosting Vendor must audit the privileges of their employees and contractors and minimize privileges by assigning the appropriate profiles for their employees and contractors. |
| **HST412** | The Hosting Vendor must periodically audit the privileges of their employees and contractors and delete unauthorized. |
| **HST413** | The SaaS solution must prohibit shared IDs—each logon ID can only be attached to a single person. |
| **HST414** | The SaaS solution must support and the Hosting Vendor must issue a unique user ID to each of their employees or contractors accessing the system. |
| **HST415** | The SaaS must implement security controls according to the standard security guidelines from organizations such as OWASP (the Open Web Application Security Project, <http://www.owasp.org>), the Web Application Security Consortium (<http://www.webappsec.org>) and SANS (<http://www.sans.org/critical-security-controls/>). |
| **HST416** | The SaaS solution must enforce strong password settings for all personnel with access to the EDW solution (for example, requires the use of letters + numbers + at least one capital letter + one special character, cannot spell an actual word). |

#### Management and Reporting Services

The Offeror must have proven processes for supporting, maintaining and enhancing the EDW solution environments. These must meet TEA requirements. Responses must be submitted using Appendix J, Sec 6.

The Management and Reporting Services requirements include:

|  |  |
| --- | --- |
| **HST500** | The Hosting Vendor must perform application and OS-level patching, as well as defect updates according to a well defined, documented process, with strong role-based administrative security. |
| **HST501** | The Hosting Vendor must provide evidence of a documented process for application and OS-level patching, and defect updates. |
| **HST502** | All planned outages must be approved by TEA, preferably by setting an annual calendar that may be amended as needed, but only through mutually approval by the Hosting Vendor and TEA. |
| **HST503** | Monthly SLA and status updates must be provided to TEA. These statuses and updates must include statuses of the past month and outlook forecast for the upcoming months’ activities. |
| **HST504** | The ITIL® best practices or similar framework must be used to provide quality, assessable service, and continuous service improvement. At a minimum this must provide for a total Service Life Cycle including, Service Strategy, Service Transition, Service Operation and Continuous Service Improvement sections. Among the processes required are: Availability Management, Capacity Management, Change Management, Configuration Management, Continuity Management, Incident Management, Problem Management, Release Management, Service Level Management, and Service Desk Management. |
| **HST505** | The Hosting Vendor must enforce the separation of duties for personnel working in development, testing, and production environments. |
| **HST506** | Hosting Vendor staff working on development and test systems must not have access to make changes to the production system. |

#### Monitoring and Support

The Offeror must have enterprise-wide monitoring and support that meet TEA requirements. Responses must be submitted using Appendix J, Sec 7.

The Monitoring and Support requirements include:

|  |  |
| --- | --- |
| **HST600** | The Hosting Vendor must provide 24x7x365 network and solution health and performance monitoring with strong role-based administrative security. |
| **HST601** | The Hosting Vendor must provide enterprise-wide monitoring and management services. |
| **HST602** | The Hosting Vendor must provide a TEA-branded help desk to support the LEAs. Currently there are more than 1,200 LEAs. |
| **HST603** | The Hosting Vendor must provide help desk and support services in at least the following categories:   1. Severity 1 (Inability to access environment, Server down) 2. Severity 2 (Major problem with solution, no work-around/difficult work-around) 3. Severity 3 (Major problem with work-around) 4. Severity 4 (Service change request).   These must meet TEA SLAs.  The Hosting Vendor may contract and partner with the Educational Service Centers (ESCs) to provide some portion of the support should they choose. |
| **HST604** | The Hosting Vendor must provide help desk and support services 7am-7pm, Monday-Friday CST. |
| **HST605** | The Hosting Vendor must provide help desk and support services notification and responses via phone, email, and chat at a minimum. |
| **HST606** | The Hosting Vendor's help desk and personnel resources must be located within the contiguous 48 states of the United States of America. |
| **HST607** | The Hosting Vendor's help desk personnel resources must speak and be able to communicate in English. The personnel resources must also provide Spanish-speaking capabilities. |

#### Administration and Configuration

The Offeror must provide administration and configuration services that meet TEA requirements. Responses must be submitted using Appendix J, Sec 8.

The Administration and Configuration requirements include:

|  |  |
| --- | --- |
| **HST700** | The Hosting Vendor must provide system administrative capabilities including but not limited to the following: 1) Restart 2) Patching 3) Backup 4) Systems and Network Health 5) Performance 6) Security 7) Logging  8) Auditing 9) Monitoring |
| **HST701** | The SaaS Solution must provide administrative capabilities including but not limited to the following: 1) Scheduling 2) Security 3) Monitoring |

#### Change Management

The Offeror must provide change management policies and processes that meet TEA requirements. Responses must be submitted using Appendix J, Sec 9.

The Change Management requirements include:

|  |  |
| --- | --- |
| **HST800** | The SaaS solution must preserve ALL local customizations when a new patch or upgrade is deployed. |
| **HST801** | The SaaS solution must support the addition of fields/objects that protect user-defined fields and data in those fields from being altered by future vendor software updates and releases. |
| **HST802** | The SaaS solution must have the capability to block user access to the system during system maintenance. |
| **HST803** | The Hosting Vendor must notify all or a group of currently logged-in users to exit the system when the system needs to be isolated for maintenance. Except during extreme situations (e.g. during a disaster or a serious security breach) the Hosting Vendor must provide adequate time (at least 30 minutes) for logged in users to exit the system. |
| **HST804** | The Hosting Vendor must have a full rollback plan for any new upgrade or release. The rollback must be an integral part of the planning and system outage time limit, so that outage time equals the sum of the upgrade time plus testing time plus roll back plus testing. |
| **HST805** | The Hosting Vendor solution must not use any automatic update feature for the SaaS. All updates to SaaS components must be the result of a deliberate action by an appropriate member of the SaaS solution staff, though that action may be scheduled to occur at a later time. |
| **HST806** | The Hosting Vendor shall utilize a documented defect/change management system and process. TEA may, upon request, review that process. |
| **HST807** | The Hosting Vendor change management system must include a searchable knowledge base (knowledge base content to include, but not be limited to: break fixes, how to, and FAQs) accessible to TEA. |
| **HST808** | The change management system must provide an avenue for TEA to prioritize their change requests. |
| **HST809** | The change management system must store the history of changes (software, hardware, network configuration, etc.) to the system. |
| **HST810** | The SaaS solution must include a pre-production staging area with high availability. This will ensure that when changes in the staging are deployed to production, all changes have been adequately tested and are representative of the production environment. |
| **HST811** | The SaaS solution must make the pre-production staging area available to TEA to test and approve all changes before those changes are deployed to the production system. |
| **HST812** | The Hosting Vendor must provide advance copies of release notes to TEA that describes the changes that will be applied with a patch or version upgrade. |
| **HST813** | All planned outages must be approved by the TEA contract manager or their designee. |
| **HST814** | The Hosting Vendor must have a regular monthly maintenance window during non-business hours, e.g. the second Saturday each month from 10 PM until 6AM the following Sunday, or as agreed in the SLA. |
| **HST815** | The Hosting Vendor must perform all necessary testing before releases and must preserve the testing results for a minimum of one (1) year. Upon request by TEA, the vendor must make all test results available for TEA review. |
| **HST816** | The Hosting Vendor must have long-term contracts (three (3) or more years) in place for key personnel used on this contract. The Hosting Vendor must provide evidence of these contracts on or before contract award. |

#### Network Infrastructure

The Offeror must provide a network infrastructure that meets the EDW solution and TEA requirements. Responses must be submitted using Appendix J, Sec 10.

The Network Infrastructure requirements include:

|  |  |
| --- | --- |
| **HST900** | The SaaS solution must have all of its components behind a firewall. |
| **HST901** | The SaaS solution must use intrusion detection systems and intrusion prevention systems (IDS/IPS) in the network configuration. |
| **HST902** | The SaaS solution must use only standard commercial network/systems management tools. These may include open source tools. |

#### Incident Response Service Level

The Offeror must adhere to service level agreements when responding to incidents that meets TEA requirements. Responses must be submitted using Appendix J, Sec 11.

The Incident Response Service Level requirements include:

|  |  |
| --- | --- |
| **HST1000** | A web portal for incident management must be available 24 hours a day, seven days a week, 365 days a year for reporting incidents and initiating the Vendor Incident Management Process. |
| **HST1001** | Severity 1 - Initial response to the ticket will be fifteen (15) minutes, and resolution within one (1) hour. |
| **HST1002** | Severity 2 - Resolution or workaround will be made available within 24 hours. |
| **HST1003** | Severity 3 - Resolution or work around will be made available in 48 hours. |
| **HST1004** | Severity 4 - Resolution or work around will be made available in 72 hours. |

# Critical Service Level Agreements (SLAs)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| SERVICE LEVEL NAME | |  |  |  |
| Software Services Availability | |  |  |  |
| SERVICE LEVEL TYPE | Critical Service Level | | | |
| MEASUREMENT START DATE | Commencement | | | |
| METRIC DESCRIPTION | The Service Level for “Software Services Availability” measures the percentage of time the services are available during the applicable Measurement Window. This measurement is for all software services as an aggregate. Availability is defined by whether the services are available to users. | | | |
| METRIC EXCLUSIONS | Downtime shall not include (a) any period of Downtime that is the result of scheduled time required and actually used to perform system maintenance (for example, preventive maintenance, system upgrades, etc.), provided that such time has been mutually agreed between the Parties and is scheduled so as to minimize the impact to Tea's business; (b) any Incidents that are directly attributable to infrastructure for which Service Provider is not operationally responsible or (c) infrastructure failures that do not result in the Application incurring Downtime. | | | |
| HOURS OF MEASUREMENT | 24x7 | | | |
| DAYS OF MEASUREMENT | 365 | | | |
| MINIMUM SERVICE LEVEL | 99.90% | | | |
| EXPECTED SERVICE LEVEL | 99.95% | | | |
| ALGORITHM | The Service Level calculation for “Software Services Availability” is the sum of Actual Uptime for all services divided by the sum of expected, scheduled Uptime for the services, with the result expressed as a percentage. | | | |
| COLLECTION PROCESS | *[Service Provider to Complete]* | | | |
| REPORTING TOOLS | *[Service Provider to Complete]* | | | |
| METRIC REPORTING | Monthly  Quarterly  Semi Annual | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| SERVICE LEVEL NAME | |  |  |  |
| Transaction Response Time | |  |  |  |
| SERVICE LEVEL TYPE | Critical Service Level | | | |
| MEASUREMENT START DATE | Commencement | | | |
| METRIC DESCRIPTION | End user application request response time, three second or less, exclusive of network time, for standard interactive transactions. TEA and the Vendor will mutually agree to which interactive transactions are included This metric is based on 60 percent of system capacity being available to online interactive users and the remaining capacity being available for all non-interactive activity (for example, batch, interfaces). | | | |
| METRIC EXCLUSIONS | User-initiated report programs that run more than 10 minutes will be considered non-interactive activity. TEA will work with the Vendor to schedule non-interactive activity to meet these requirements. | | | |
| HOURS OF MEASUREMENT | 24x7 | | | |
| DAYS OF MEASUREMENT |  | | | |
| MINIMUM SERVICE LEVEL | 99.90% | | | |
| EXPECTED SERVICE LEVEL | 99.95% | | | |
| ALGORITHM | TBD | | | |
| COLLECTION PROCESS | *[Service Provider to Complete]* | | | |
| REPORTING TOOLS | *[Service Provider to Complete]* | | | |
| RAW DATA STORAGE (ARCHIVES) | *[Service Provider to Complete]* | | | |
| METRIC REPORTING | Monthly  Quarterly  Semi Annual | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| SERVICE LEVEL NAME | |  |  |  |
| Software Services Incident Response Time | |  |  |  |
| SERVICE LEVEL TYPE | Critical Service Level | | | |
| MEASUREMENT START DATE | Commencement | | | |
| METRIC DESCRIPTION | 1. Severity 1 - Initial response to the ticket will be fifteen (15) minutes, and resolution within one (1) hour. 2. Severity 2 - Resolution or workaround will be made available within 24 hours. 3. Severity 3 - Resolution or work around will be made available in 48 hours. 4. Severity 4 - Resolution or work around will be made available in 72 hours. | | | |
| METRIC EXCLUSIONS | None | | | |
| HOURS OF MEASUREMENT | 24x7 | | | |
| DAYS OF MEASUREMENT | 365 | | | |
| MINIMUM SERVICE LEVEL | 99.90% | | | |
| EXPECTED SERVICE LEVEL | 99.95% | | | |
| ALGORITHM | See Requirement Number HST604 above for Severity definitions. | | | |
| COLLECTION PROCESS | *[Service Provider to Complete]* | | | |
| REPORTING TOOLS | *[Service Provider to Complete]* | | | |
| METRIC REPORTING | Monthly  Quarterly  Semi Annual | | | |

Attachment A

NOTICE OF INTENT TO SUBMIT AN OFFER

The undersigned organization hereby files a notice of intent to submit an offer for the

Education Data Warehouse (EDW) Solution Hosting Services

RFO No.: 701-12-010

Name of Organization:

Point of Contact:

E-Mail:

Mailing Address:

Phone Number: ( ) Fax: ( )

Filing of this notice is not mandatory; however, it will assist the Texas Education Agency in anticipating the volume of proposals in order to better expedite the review process and finalize contract awards.

Filing this notice in no way binds the organization to submit an offer for this RFO.

Offerors who do not file this notice are still eligible to submit a proposal.

PLEASE SUBMIT THIS NOTICE BY EMAIL OR FAX AS SOON AS POSSIBLE AFTER RECEIPT OF THE REQUEST FOR PROPOSAL, BUT NOT LATER THAN **July 28, 2011** TO:

Purchasing & Contracts Division

Attn: Norma Barrera

[norma.barrera@tea.state.tx.us](mailto:norma.barrera@tea.state.tx.us)

FAX (512) 475-1706

ATTACHMENT B

EXECUTION OF OFFER, AFFIRMATION OF TERMS AND CONDITIONS, AND PROPOSAL PREFERENCES

By signing this “Execution of Offer, Affirmation of Terms and Conditions, and Proposal Preferences” instrument, Offeror or Offeror’s legally authorized agent affirms that the all statements within the proposal are true and correct. TEA definition—Offeror is defined as Offeror or Offeror in this document and subsequent Contract. Offeror understands and acknowledges that discovery of any false statement in the proposal is a material breach and shall void the submitted proposal or any resulting contracts and that Offeror shall also be removed from all vendor lists maintained by the state of Texas. By signature hereon affixed, Offeror hereby acknowledges and certifies that Offeror shall be subject to the following specific affirmations, general provisions, and special provisions if the proposal is awarded a contract:

1. Offeror expressly makes the following specific affirmations in response to this RFO:
   1. Offeror understands that any proposal or bond signed by an agent or attorney-in-fact shall be accompanied by evidence of authority.
   2. Offeror understands that any proposal may be withdrawn in writing prior to the date and time set for receipt of proposals. Any proposal not so withdrawn shall constitute an irrevocable offer, for a period of 90 days from the RFO closing date, to provide the commodity or service set forth in the attached specifications, or until a selection has been made by the agency.
   3. Offeror has fully complied with all of the terms and conditions for submission of proposal expressly stated throughout this RFO.
   4. Offeror has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or services to a public servant in connection with the submitted proposal or bid.
   5. Neither Offeror nor the firm, corporation, partnership, limited liability company, or other business entity represented by Offeror, or anyone acting for such firm, corporation, partnership, limited liability company, or other business entity has violated the antitrust laws of this State or the Federal Antitrust Laws, nor communicated directly or indirectly the proposal or bid made to any competitor or any other person engaged in such line of business.
   6. Offeror has not received compensation for participation in the preparation of the specifications for this RFO or Invitation for Bid. Offeror certifies that the individual or business entity named in its proposal, bid, or contract is not ineligible to receive the specified contract and acknowledges that any contract awarded from this RFO may be terminated and payment withheld if this certification is inaccurate.
   7. Offeror certifies compliance with section 669.003 of the TGC, relating to contracting with a former executive head of a state agency. If this provision of the Government Code applies, Offeror shall provide the following information in order for the proposal to be evaluated: (a) Name of the former executive, (b) name of the state agency where that executive worked, (c) date of separation from that agency, (d) that former executive’s current position with the proposing business entity, and (e) the beginning date of employment with the proposing business entity.
   8. Pursuant to Section 231.006(c) of the Texas Family Code, the proposal includes the names and social security numbers (SSN) of each person with at least a 25% ownership of the business entity submitting the proposal or bid. If this information is not included in the proposal, it will be provided prior to execution of any contract resulting from this RFO.
   9. Pursuant to Section 2252.901 of the TGC, Offeror certifies that it is not a former employee of TEA or that Offeror has not been an employee of TEA for twelve (12) months prior to the beginning date of any contract awarded from this RFO.   
        
      Offeror must make full disclosure of intent to employ any subcontractor who is a former employee/retiree of TEA. Within the first twelve months of leaving employment at TEA, a former employee/retiree selected by the Offeror for a subcontract, shall not perform services on a project or fill a position that the former employee/retiree worked on while employed at TEA ([TGC §2252.901](http://www.capitol.state.tx.us/statutes/go/go0225200.html#go021.2252.901)).
   10. Offeror agrees to purchase and maintain at its expense insurance as required for the work being performed and furnished pursuant to any contract awarded from this RFO. Such insurance will protect TEA from all claims from bodily injury, death, or property damage which may arise out of or result from the performance or furnishing by the Offeror and Offeror’s other obligations under the Contract Documents, whether it is performed or furnished by Offeror, any Subcontractor or Supplier, or by anyone directly or indirectly employed by any one of them to perform or furnish any of the Work, or by anyone for whose acts any of them may be liable.
2. Specific insurance coverage required by TEA is as follows:   
     
   Worker's Compensation and Employer's Liability coverage with limits consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Art. 8308-1.01 et. seq. Tex. Rev. Civ. Stat.) and minimum policy limits for employers Liability of $500,000.00.  
     
   Comprehensive General Liability Insurance with minimum Bodily Injury limits of $500,000.00 for each occurrence, and Property Damage limits of $500,000.00 for each occurrence to include Premises-Operations, Broad Form Property Damage, Personal Injury and Contractual Liability Coverage.
3. TEA reserves the right to terminate the Contract or stop the Work in progress for substantial failure to submit the required evidence of insurance or cancellation of an active policy as agreed upon by TEA and Offeror during contract negotiations.
   1. Offeror agrees that all Subcontractors performing work under a contract from this RFO will obtain insurance that will protect TEA and its employees from the risk associated with the work performed under the Agreement. The Offeror will maintain written evidence of such coverage for its Subcontractors. If the Subcontractor fails to demonstrate and/or obtain such insurance or the Subcontractor’s insurance expires and is no longer available, the Offeror agrees to indemnify the Subcontractor for Work under this Agreement.
   2. No public disclosures or news releases pertaining to this RFO shall be made without prior written approval of TEA.
   3. Terms and conditions beyond those stated in this RFO may be grounds for disqualification of a submitted proposal. TEA will have sole discretion to consider for inclusion any terms and conditions not stated in this RFO.
   4. No public disclosures or news releases pertaining to this RFO shall be made without prior written approval of TEA. Contractor understands and agrees that no public disclosures or news releases pertaining to any results or findings based on research conducted to fulfill requirements of this RFO shall be made without prior written approval of TEA.
   5. Under Section 2155.006(b) of the TGC, a state agency may not accept a bid or award a contract, including a contract for which purchasing authority is delegated to a state agency, that includes proposed financial participation by a person who, during the five-year period preceding the date of the bid or award, has been: (1) convicted of violating a federal law in connection with a contract awarded by the federal government for relief, recovery, or reconstruction efforts as a result of Hurricane Rita, as defined by Section 39.459, Utilities Code, Hurricane Katrina, or any other disaster occurring after September 24, 2005; or (2) assessed a penalty in a federal civil or administrative enforcement action in connection with a contract awarded by the federal government for relief, recovery, or reconstruction efforts as a result of Hurricane Rita, as defined by Section 39.459, Utilities Code, Hurricane Katrina, or any other disaster occurring after September 24, 2005. Under Section 2155.006 of the TGC, the Offeror certifies that the individual or business entity named in this RFO is not ineligible to receive the specified contract and acknowledges that any contract resulting from this RFO may be terminated and payment withheld if this certification is inaccurate.
   6. Offeror represents and warrants that Offeror’s employees or subcontractors have not been convicted of a felony criminal offense, or that, if such a conviction has occurred, Offeror has fully advised TEA as to the facts and circumstances surrounding the conviction.
   7. Offeror must comply with any additional School District laws, rules, or policies determined by the School District to gain access to the individual campus if the services require accessing a public or charter school.
   8. A TEA employee may not have an interest in, or in any manner be connected with a contract or bid for a purchase of goods or services by an agency of the state; or in any manner, including by rebate or gift, accept or receive from a person to whom a contract may be awarded, directly or indirectly, anything of value or a promise, obligation, or contract for future reward or compensation. Entities who are interested in seeking business opportunities with the state must be mindful of these restrictions when interacting with public purchasers of TEA or purchasers of other state agencies.
   9. The TEA is federally mandated to adhere to the directions provided in the President’s Executive Order (EO) 13224, Executive Order on Terrorist Financing—Blocking Property and Prohibiting Transactions With Persons Who Commit, Threaten to Commit, or Support Terrorism, effective 9/24/2001 and any subsequent changes made to it via cross-referencing Offerors/vendors with the Federal General Services Administration’s Excluded Parties List System (EPLS, http://www.epls.gov), which is inclusive of the United States Treasury’s Office of Foreign Assets Control (OFAC) Specially Designated National (SDN) list.   
        
      Offeror certifies that the responding entity and its principals are eligible to participate in this transaction and have not been subjected to suspension, debarment, or similar ineligibility determined by any federal, state, or local governmental entity and that Offeror is in compliance with the State of Texas statutes and rules relating to procurement and that Offeror is not listed on the federal government's terrorism watch list as described in EO 13224. Entities ineligible for federal procurement are listed at <http://www.epls.gov>.
4. Offeror has read, understands, and agrees to be bound to the terms and conditions stated in the TEA’s “General Provisions” if a contract is awarded to Offeror pursuant to this RFO. The following General Provisions, which will be included in the contractual terms for any contract awarded under this RFO, are included in this instrument and are stated as follows:
   1. As used in these General Provisions:
5. Contract means TEA’s Standard Contract, and all of TEA’s attachments, appendices, schedules (including but not limited to the General Provisions and the Special Provisions), amendments, and extensions of or to the Standard Contract.
6. Agency or TEA means the Texas Education Agency.
7. Contractor means the party or parties to this Contract other than TEA, including its or their officers, directors, employees, agents, representatives, consultants and subcontractors, and subcontractors’ officers, directors, employees, agents, representatives, and consultants.
8. Project Administrator means the respective person(s) representing TEA or Contractor, as indicated by the Contract, for the purposes of administering the Contract Project.
9. Contract Project means the purpose intended to be achieved through the Contract.
10. Amendment means a Contract that is revised in any respect, and includes both the original Contract, and any subsequent amendments or extensions thereto.
11. Works means all tangible or intangible material, products, ideas, documents, or works of authorship prepared or created by Contractor for or on behalf of TEA at any time after the beginning date of the Contract (“Works” includes but is not limited to computer software, data, information, images, illustrations, designs, graphics, drawings, educational materials, assessment forms, testing materials, logos, trademarks, patentable materials, etc.).
12. Intellectual Property Rights means the worldwide intangible legal rights or interests evidenced by or embodied in: (a) any idea, design, concept, method, process, technique, apparatus, invention, discovery, or improvement, including any patents, trade secrets, and know-how; (b) any work of authorship, including any copyrights, moral rights, or neighboring rights; (c) any trademark, service mark, trade dress, trade name, or other indicia of source or origin; (d) domain name registrations; and (e) any other similar rights. The Intellectual Property Rights of a party include all worldwide intangible legal rights or interests that the party may have acquired by assignment or license with the right to grant sublicenses.
    1. Contingency: The Contract(s), including any amendments, extensions, or subsequent contracts, are executed by TEA contingent upon the availability of appropriated funds by legislative act. Notwithstanding any other provision in this Contract or any other document, this Contract is void upon the insufficiency (in TEA’s discretion) or unavailability of appropriated funds. In addition, this Contract may be terminated by TEA at any time for any reason upon notice to Contractor. Expenditures and/or activities for which Contractor may claim reimbursement shall not be accrued or claimed subsequent to receipt of such notice from TEA.
    2. Indemnification: Contractor shall hold TEA harmless from and shall indemnify TEA against any and all claims, demands, and causes of action of whatever kind or nature asserted by any third party and occurring or in any way incident to, arising from, or in connection with, any acts of Contractor in performance of the Contract Project.
    3. Subcontracting: Contractor shall not assign or subcontract any of its rights or responsibilities under this Contract without prior formal written amendment to this Contract properly executed by both TEA and Contractor.
    4. Encumbrances/Obligations: All encumbrances, accounts payable, and expenditures shall occur on or between the beginning and ending dates of this Contract. All goods must have been received and all services rendered during the Contract period in order for Contractor to recover funds due. In no manner shall encumbrances be considered or reflected as accounts payable or as expenditures.
    5. Contractor's Proposal: Contractor’s proposal that was furnished to TEA in response to a request for proposal is incorporated in this Contract by reference. The provisions of this Contract shall prevail, however, in all cases of conflict arising from the terms of Contractor's proposal whether such proposal is a written part of this Contract or is attached as a separate document.
    6. Requirements, Terms, Conditions, and Assurances: The terms, conditions, and assurances, which are stated in the Request for Proposal, in response to which Contractor submitted a proposal, are incorporated herein by reference for all purposes, although the current General Provisions shall prevail in the event of conflict.
    7. Right to Audit: Contractor shall maintain its records and accounts in a manner that shall assure a full accounting for all funds received and expended by Contractor in connection with the Contract Project. These records and accounts shall be retained by Contractor and made available for programmatic or financial audit by TEA and by others authorized by law or regulation to make such an audit for a period of not less than five years from the date of completion of the Contract Project or the date of the receipt by TEA of Contractor's final claim for payment or final expenditure report in connection with this Contract, whichever is later. If an audit has been announced, the records shall be retained until such audit has been completed.  
         
       Contractor understands that acceptance of funds under this contract acts as acceptance of the authority of the State Auditor’s office, or any successor agency, to conduct an audit or investigation in connection with those funds. Contractor further agrees to cooperate fully with the State Auditor’s Office or its successor in the conduct of the audit or investigation, including providing all records requested. Contractor will ensure that this clause concerning the authority to audit funds received indirectly by subcontractors through Contractor and the requirements to cooperate is included in any subcontract it awards.
    8. Intellectual Property Ownership: Contractor agrees that all Works are, upon creation, works made for hire and the sole property of TEA. If the Works are, under applicable law, not considered works made for hire, Contractor hereby assigns to TEA all worldwide ownership of all rights, including the Intellectual Property Rights, in the Works, without the necessity of any further consideration, and TEA can obtain and hold in its own name all such rights to the Works. Contractor agrees to maintain written agreements with all officers, directors, employees, agents, representatives and subcontractors engaged by Contractor for the Contract Project, granting Contractor rights sufficient to support the performance and grant of rights to TEA by Contractor. Copies of such agreements shall be provided to TEA promptly upon request.  
         
       Contractor warrants that (i) it has the authority to grant the rights herein granted, (ii) it has not assigned or transferred any right, title, or interest to the Works or Intellectual Property Rights that would conflict with its obligations under the Contract, and Contractor will not enter into any such agreements, and (iii) the Works will be original and will not infringe any intellectual property rights of any other person or entity. These warranties will survive the termination of the Contract. If any preexisting rights are embodied in the Works, Contractor grants to TEA the irrevocable, perpetual, non-exclusive, worldwide, royalty-free right and license to (i) use, execute, reproduce, display, perform, distribute copies of, and prepare derivative works based upon such preexisting rights and any derivative works thereof and (ii) authorize others to do any or all of the foregoing. Contractor agrees to notify TEA on delivery of the Works if they include any such preexisting rights. On request, Contractor will provide TEA with documentation indicating a third party’s written approval for Contractor to use any preexisting rights that may be embodied or reflected in the Works.
    9. Sanctions for Failure to Perform or for Noncompliance: If Contractor, in TEA's sole determination, fails or refuses for any reason to comply with or perform any of its obligations under this Contract, TEA may impose such sanctions as it may deem appropriate. This includes but is not limited to the withholding of payments to Contractor until Contractor complies; the cancellation, termination, or suspension of this Contract in whole or in part; and the seeking of other remedies as may be provided by this Contract or by law. Any cancellation, termination, or suspension of this Contract, if imposed, shall become effective at the close of business on the day of Contractor's receipt of written notice thereof from TEA.
    10. Contract Cancellation, etc.: If this Contract is cancelled, terminated, or suspended by TEA prior to its expiration date, the reasonable monetary value of services properly performed by Contractor pursuant to this Contract prior to such cancellation, termination or suspension shall be determined by TEA and paid to Contractor as soon as reasonably possible.
    11. Refunds Due to TEA: If TEA determines that TEA is due a refund of money paid to Contractor pursuant to this Contract, Contractor shall pay the money due to TEA within 30 days of Contractor's receipt of written notice that such money is due to TEA. If Contractor fails to make timely payment, TEA may obtain such money from Contractor by any means permitted by law, including but not limited to offset, counterclaim, cancellation, termination, suspension, total withholding, and/or disapproval of all or any subsequent applications for said funds.
    12. Capital Outlay: If Contractor purchases capital outlay (furniture and/or equipment) to accomplish the Contract Project, title will remain with Contractor for the period of the Contract. TEA reserves the right to transfer capital outlay items for Contract noncompliance during the Contract period or as needed after the ending date of the Contract. This provision applies to all contracts funded by a federal grant.
    13. TEA Property (terms): In the event of loss, damage or destruction of any property owned by or loaned by TEA while in the custody or control of Contractor, Contractor shall indemnify TEA and pay to TEA the full value of or the full cost of repair or replacement of such property, whichever is the greater, within 30 days of Contractor's receipt of written notice of TEA's determination of the amount due. This applies whether the property is developed or purchased by Contractor pursuant to this Contract or is provided by TEA to Contractor for use in the Contract Project. If Contractor fails to make timely payment, TEA may obtain such money from Contractor by any means permitted by law, including but not limited to offset or counterclaim against any money otherwise due to Contractor by TEA.
    14. State of Texas Laws: In the conduct of the Contract Project, Contractor shall be subject to TEA rules pertaining to this Contract and the Contract Project, and to the laws of the State of Texas governing this Contract and the Contract Project. This Contract constitutes the entire agreement between TEA and Contractor for the accomplishment of the Contract Project. This Contract shall be interpreted according to the laws of the State of Texas except as may be otherwise provided for in this Contract.
    15. Federal Regulations Applicable to All Federally Funded Contracts: For Commercial (for-profit) Organizations: 29 CFR 1630 and 48 CFR Part 31.
    16. Payment for service(s) described in this Contract is contingent upon satisfactory completion of the service(s). Satisfaction will be determined by TEA's Project Administrator, in his sole discretion but in accordance with reasonable standards and upon advice of his superiors in TEA, if necessary. The Project Administrators of this Contract for TEA and Contractor shall be the following persons or their successors in office:

|  |  |
| --- | --- |
| TEA | CONTRACTOR |
| Sharon Gaston |  |
| Technical Director, Texas Student Data System |  |
| Texas Education Agency |  |
| William B. Travis Building |  |
| 1701 N. Congress Avenue |  |
| Austin, Texas 78701 |  |

* 1. All notices, reports, and correspondence required by this Contract shall be in writing and delivered to the Project Managers assigned to the Project.
  2. Time and Effort Recordkeeping: For those personnel whose salaries are prorated between or among different funding sources, time and effort records will be maintained by Contractor that will confirm the services provided within each funding source. Contractor must adjust payroll records and expenditures based on this documentation. This requirement applies to all federally funded projects.
  3. Federal Rules, Laws, and Regulations That Apply to all Federal Programs: Contractor shall be subject to and shall abide by all applicable federal laws, rules, and regulations, pertaining to the Contract Project.
  4. Indebtedness. Contractor who is indebted or owes delinquent taxes to the state will have any payments under the Contract applied toward the debt or delinquent taxes owed the state until the amount is paid in full, regardless of when the debt or delinquency was incurred.
  5. Signature Authority; Final Expression; Superseding Document: Contractor certifies that the person signing this Contract has been properly delegated this authority. The Contract represents the final and complete expression of the terms of agreement between the parties. The Contract supersedes any previous understandings or negotiations between the parties. Any representations, oral statements, promises, or warranties that differ from the Contract shall have no force or effect. The Contract may be modified, amended, or extended only by formal written amendment properly executed by both TEA and Contractor.
  6. Antitrust: Contractor represents and warrants that neither Contractor nor any firm, corporation, partnership, or institution represented by Contractor, or anyone acting for such firm, corporation or institution has, (1) violated the antitrust laws of the State of Texas under Tex. Bus. & Com. Code, Chapter 15, or the federal antitrust laws; or (2) communicated directly or indirectly the Proposal to any competitor or any other person engaged in such line of business during the procurement process for this Contract.
  7. Family Code Applicability: By signing this Contract, Contractor, if other than a state agency, certifies that under Section 231.006, Family Code, that Contractor is not ineligible to receive payment under this Contract and acknowledges that this Contract may be terminated and payment may be withheld if this certification is inaccurate. TEA reserves the right to terminate this Contract if Contractor is found to be ineligible to receive payment. If Contractor is found to be ineligible to receive payment and the Contract is terminated, Contractor is liable to TEA for attorney’s fees, the costs necessary to complete the Contract, including the cost of advertising and awarding a second contract, and any other damages or relief provided by law or equity.
  8. Dispute Resolution: The dispute resolution process provided for in Chapter 2260 of the TGC must be used by TEA and Contractor to attempt to resolve all disputes arising under this Contract.
  9. Interpretation: In the case of conflicts arising in the interpretation of wording and/or meaning of various sections, parts, Appendices, General Provisions, Special Provisions, Exhibits, and Attachments or other documents, the TEA Contract and its General Provisions, Appendices, and Special Provisions shall take precedence over all other documents that are a part of this contract.
  10. Education Service Center: No funds transferred to Regional Education Service Centers or to school districts may be used to hire a registered lobbyist.
  11. Public Disclosure of Information: Contractor understands and agrees that no public disclosures or news releases pertaining to any results or findings based on research conducted to fulfill requirements of this RFO shall be made without prior written approval of TEA.
  12. Proprietary or Confidential Information: Contractor will not disclose any information to which it is privy under this Contract without the prior consent of the agency. Contractor will indemnify and hold harmless the State of Texas, its officers and employees, and TEA, its officers and employees for any claims or damages that arise from the disclosure by Contractor or its contractors of information held by the State of Texas.
  13. Independent Contractor: Contractor shall serve as an independent contractor in providing services under this Contract. Contractor’s employees are not and shall not be construed as employees or agents of the State of Texas.
  14. Force Majeure: Except as otherwise provided, neither Contractor nor TEA nor any agency of the State of Texas, shall be liable to the other for any delay in, or failure of performance, of a requirement contained in this Contract caused by force majeure. The existence of such causes of delay or failure shall extend the period of performance until after the causes of delay or failure have been removed provided the non-performing party exercises all reasonable due diligence to perform. Force majeure is defined as acts of God, war, strike, fires, explosions, or other causes that are beyond the reasonable control of either party and that by exercise of due foresight such party could not reasonably have been expected to avoid, and which, by the exercise of all reasonable due diligence, such party is unable to overcome. Each party must inform the other in writing with proof of receipt within three (3) business days of the existence of such force majeure or otherwise waive this right as a defense.
  15. Web Accessibility Policy: State law requires State Agencies and institutions of higher education to provide persons and employees with disabilities access comparable to access and use provided to the public and State employees without disabilities for the following: telephones and other telecommunications products, information kiosks, transaction machines, internet websites, and multimedia resources. TEA’s policy is to adhere to the standards set forth in Title 1 of the TAC, including §206 State Web Sites and §213 Electronic and Information Resources, and Federal requirements under §508 of the Rehabilitation Act. These standards may be viewed at <http://www.governor.state.tx.us/disabilities/resources/keylaws/access>. Because this policy is applicable to all TEA contractors who develop or provide any of the services or products listed above as a result of a TEA contract award or approved vendor list, such contractors must also comply these standards. All documents created or developed under this Contract must also be compliant with all state and federal laws concerning web accessibility (e.g., Americans with Disabilities Act, the Rehabilitation Act, state regulations; see <http://www.dir.state.tx.us/general_info/accessibility.htm>).

The TGC website is <http://tlo2.tlc.state.tx.us/statutes/gv.toc.htm>. The Texas Family Code website is <http://tlo2.tlc.state.tx.us/statutes/fa.toc.htm>. The Texas Administrative Code (TAC) website is <http://www.sos.state.tx.us/tac/>.

1. Offeror has read, understands, and agrees to be bound to the terms and conditions stated in the following “Special Provisions – A” if a contract is awarded to Offeror pursuant to this RFO. The following “Special Provisions – A” which will be included in the contractual terms for any contract awarded under this RFO are included in sample format as follows:
   1. The definitions of terms in the General Provisions shall apply to these Special Provisions – A.
   2. Contractor shall provide to agency, Contractor's nine (9) digit FEI or SSN if Contractor is an individual, or Contractor's fourteen (14) digit TIN. If Contractor is incorporated, Contractor shall also provide to agency the corporation's charter number issued by the Texas Secretary of State's office. Information provided by the contractor will be verified by the agency.

|  |  |
| --- | --- |
| Contractor’s FEI# |  |
| Contractor’s SSN |  |
| Contractor’s TIN |  |
| Contractor’s charter # |  |

* 1. TEA shall determine whether a payment law prohibits the Comptroller from issuing a warrant or initiating an electronic funds transfer to a person before the agency enters into a written contract with that person. Contractor who is indebted or owes delinquent taxes to the state will have any payments under the contract applied toward the debt or delinquent taxes owed the state until the amount is paid in full, regardless of when the debt or delinquency was incurred.

Contractor may verify their account status by accessing the Comptroller’s website at: <http://ecpa.cpa.state.tx.us/vendor/tpsearch1.html>. If the account status message is “on vendor hold,” the contractor is advised to contact the Comptroller’s Warrant Hold Section in the Division of Revenue Accounting at 1-800-531-5441 ext. 3-4561 for assistance in resolving the issue.

The undersigned is an authorized official for the Offeror and certifies that the proposal submitted with this “Execution of Offer, Affirmation of Terms and Conditions, and Proposal Preferences” instrument is in full compliance with the provisions expressly stated above. I further certify that the proposal submitted with this instrument is allowed to claim any of the Chapter 2155 TGC preferences checked below:

The Offeror, if selected as the contractor, will be required to purchase products and materials produced in this state when they are available at a price and time comparable to products and materials produced outside of Texas (TGC §2155.4441).

Check below if claiming a preference included in Chapter 2155 of the TGC and in Rule 1 TAC 113.8.

|  |  |  |
| --- | --- | --- |
|  | §2155.441 | Products of persons with mental or physical disabilities |
|  | HB 3560 | Goods produced or offered by service-disabled veterans. |
|  | §2155.442 | Energy efficient products |
|  | HB 3560 | Preference to manufacture that has recycle program for computer equipment. |
|  | §2155.443 | Rubberized asphalt paving material |
|  | §2155.444 | Texas-produced supplies, materials, or equipment; or USA supplies, materials, or equipment over foreign products |
|  | Rule 1 TAC | Services offered by a Texas bidder |
|  | §2155.444 | Texas agriculture products |
|  | HB 3560 | Preference to contractors providing foods of higher nutritional value. |
|  | §2155.445 | Recycled, remanufactured, or environmentally sensitive products made of recycled materials |
|  | §2155.446 | Paper containing recycled fibers |
|  | §2155.447 | Recycled motor oil and lubricants |
|  | §2155.449 | Products produced in facilities on rehabilitated property as certified by section 361.609 of the Texas Health and Safety Code |
|  | §2155.449 | Products and services from economically depressed or blighted areas |
|  | §2155.449 | Products and services from HUB or small business pursuant to the goals and objectives stated in chapter 2161 of the TGC |

In compliance with this RFO, and subject to all the conditions herein, the undersigned offers and agrees to furnish any or all commodities or services at the prices quoted in the proposal or bid. By signing this proposal, the Offeror signifies that if a Texas address is shown as the address of the Offeror, the Offeror qualifies as a Texas Resident Bidder as defined in Rule 1 TAC 111.2.

|  |  |
| --- | --- |
| OFFEROR/COMPANY NAME: |  |
| STREET ADDRESS: |  |
| CITY/STATE/ZIP: |  |
| TELEPHONE NO.: |  |
| FACSIMILE NO.: |  |
| EMAIL ADDRESS: |  |
| NAME OF OFFEROR’S AUTHORIZED AGENT: |  |
| TITLE OF OFFEROR’S AUTHORIZED AGENT: |  |
| SIGNATURE OF AUTHORIZED AGENT: |  |

ATTACHMENT C1

**HISTORICALLY UNDERUTILIZED BUSINESS (HUB) REQUIREMENTS**

A Subcontractor means a person who contracts with a vendor to work, to supply commodities, or contribute toward completing work for a governmental entity.

The HSP will be incorporated into the contract between TEA and the selected Offeror. A copy of the HSP is provided in Attachment C2 of this RFO. For more information, contact Debra Rosas at [debra.rosas@tea.state.tx.us](mailto:debra.rosas@tea.state.tx.us). Offerors may also access a HUB mp3 file for instructions regarding completion of the HSP form at: <http://www.window.state.tx.us/procurement/prog/hub/hub-forms/>

The selected Offeror shall submit a report for each billing cycle in which a payment was made to a HUB during the term of a contract. The Prime Contractor Progress Assessment Report (PAR) must be submitted to the TEA verifying their compliance with the HSP, including the use (%) and expenditures they have made to subcontractors. The PAR is available at <http://www.tea.state.tx.us/tea/hub/HSP-PAR.doc>

Offerors are also encouraged to collaborate with TEA to develop mentor protégé opportunities. An Offeror’s participation in a Mentor Protégé Program under TGC §2161.065, and the submission of a protégé as a subcontractor in the HSP constitutes a good faith effort for the particular area to be subcontracted with the protégé.

The Offeror awarded the contract will be responsible for maintaining business records documenting compliance and shall make a compliance report to TEA as requested.

Offerors may not revise the HSP once submitted unless awarded the contract as a result of this RFO. Offeror must seek approval from the TEA HUB Coordinator prior to making any modifications to their HSP. If the HSP is modified without TEA’s prior approval, Offeror may be subject to debarment pursuant to TGC §2161.253(d).

To access qualified HUBs for possible subcontracting opportunities, access the Comptroller of Public Accounts – Texas Procurement and Support Services (TPASS).

**1. How to Retrieve Hubs on the Centralized Master Bidders List (CMBL)**

1. Open <http://www.window.state.tx.us/procurement/cmbl/cmblhub.html>
2. Search: 🞊 HUBs on CMBL.
3. Selection 1:   
   Class Code: # 920 [Data Processing and Programming]   
   Items: 03, 04, 07, 22, 24  
   Class Code: # 208 [Computer Software]   
   Items: 11  
   Class Code: # 209 [Computer Software]   
   Items: 11  
   District: 14  
   To see the NIGP class codes, click on the Class number in the Commodity Book at: [*http://www.window.state.tx.us/procurement/tools/comm-book/*](http://www.window.state.tx.us/procurement/tools/comm-book/)
4. Click Submit Search.

**2. Definition of Historically Underutilized Business (HUB)**

(As defined in TGC, §2161.001)

(2) "Historically underutilized business" means an entity with its principal place of business in this state that fulfills one of the following criteria:

1. a corporation formed for the purpose of making a profit in which 51 percent or more of all classes of the shares of stock or other equitable securities are owned by one or more economically disadvantaged persons who have a proportionate interest and actively participate in the corporation's control, operation, and management
2. a sole proprietorship created for the purpose of making a profit that is completely owned, operated, and controlled by an economically disadvantaged person
3. a partnership formed for the purpose of making a profit in which 51 percent or more of the assets and interest in the partnership are owned by one or more economically disadvantaged persons who have a proportionate interest and actively participate in the partnership's control, operation, and management
4. a joint venture in which each entity in the venture is a historically underutilized business, as determined under another paragraph of this subdivision
5. a supplier contract between a historically underutilized business as determined under another paragraph of this subdivision and a prime contractor under which the historically underutilized business is directly involved in the manufacture or distribution of the goods or otherwise warehouses and ships the goods

(3) "Economically disadvantaged person" means a person who is economically disadvantaged because of the person's identification as a member of a certain group, including Black Americans, Hispanic Americans, women, Asian Pacific Americans, and Native Americans, and who has suffered the effects of discriminatory practices or other similar insidious circumstances over which the person has no control.

ATTACHMENT C2

Texas Education Agency

Historically Underutilized Business

Subcontracting Plan (HSP)

In accordance with Texas Government Code §2161.252, Texas Education Agency (TEA) has determined that subcontracting opportunities are probable under this contract. Therefore, Offerors including State of Texas certified Historically Underutilized Businesses (HUBs) must complete and submit a State of Texas HUB Subcontracting Plan (HSP) with their solicitation response.



NOTE: Responses that do not include a completed HSP shall be rejected pursuant to TGC §2161.252 (b)

The HUB Program promotes equal business opportunities for economically disadvantaged persons to contract with the State of Texas in accordance with the goals specified in the State of Texas Disparity Study. The HUB goals defined in 1 TAC §111.13, are: **11.9% for Heavy Construction other than building contracts, 26.1% for all Building Construction, including general contractors and operative builders contracts, 57.2% for all Special Trade Construction contracts, 20% for Professional Services contracts, 33% for all Other Service contracts and 12.6% for Commodities contracts.**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SECTION 1 – OFFEROR AND SOLICITATION INFORMATION | | | | | | | | | | |
| a. | Offeror (Company) Name: | | |  | | |  | State of Texas VID #: | |  |
|  | Point of Contact: | |  | | | |  | Phone #: |  | |
| b. | Is your Company a State of Texas certified HUB? | | | | - Yes | - No | | | | |
| c. | Solicitation #: |  | | | | | | | | |
|  |  |  | | | | | | | | |
| SECTION 2 – SUBCONTRACTING OPPORTUNITIES | | | | | | | | | | | |

TEA has identified probable subcontracting opportunities by NIGP Class and Item codes in the table below. However, TEA acknowledges there may be additional subcontracting opportunities. After having divided the contract work into reasonable lots or portions to the extent consistent with prudent industry practices, the Offeror must identify what portion(s) of work, including goods or services, will be subcontracted.

Note: In accordance with 1 TAC §20.12, a “Subcontractor” means a person who contracts with a vendor to work, to supply commodities, or contribute toward completing work for a governmental entity.

Check the appropriate box regarding the subcontracting opportunity(s):

– Yes, I will be subcontracting portion(s) of the contract. (If Yes, in the spaces provided below, list any additional portions of work, not identified by TEA, that you will be subcontracting\*, and go to SECTION 3)

– No, I will not be subcontracting any portion of the contract, and will be fulfilling the entire contract with my own resources. (If No, complete SECTION 9 and 10)

|  |  |
| --- | --- |
| Line Item # - Subcontracting Opportunity Description | Line Item # - Subcontracting Opportunity Description |
| (1)- | (6)- |
| (2)- | (7)- |
| (3)- | (8)- |
| (4)- | (9)- |
| (5)- | (10)- |

\*To list additional subcontracting opportunities, a continuation page is available at <http://www.tea.state.tx.us/tea/hub/index.html>

|  |  |
| --- | --- |
| Enter your company’s name: | Solicitation #: |

IMPORTANT: You must complete a copy of this page for each portion of the contract that you will be subcontracting. You may photocopy this page or download copies at <http://www.tea.state.tx.us/tea/hub/index.html>.

|  |
| --- |
| SECTION 3 – OFFEROR SUBCONTRACTING OPPORTUNITIES |

Enter the line item number and description for the portion of work listed in SECTION 2, which you will be subcontracting.

|  |  |
| --- | --- |
| Line Item # | Description: |
|  |  |
| SECTION 4 – MENTOR-PROTÉGÉ PROGRAM | | |

If Offeror is participating as a Mentor in a State of Texas Mentor-Protégé Program, submitting their Protégé (Protégé must be a State of Texas certified HUB) as a subcontractor to perform the portion of work (subcontracting opportunity) listed in SECTION 3, constitutes a Good Faith Effort towards that specific portion of work.

Will you be subcontracting the portion of work listed in SECTION 3 to your Protégé?

Yes, (If Yes, complete SECTION 8 and 10)  No/Not Applicable (If No or Not Applicable, go to SECTION 5)

|  |
| --- |
| SECTION 5 – PROFESSIONAL SERVICES CONTRACTS ONLY |

This section applies to Professional Services Contracts only. Skip to SECTION 6.

Not Applicable to this RFO or Contract.

|  |
| --- |
| SECTION 6 – NOTIFICATION OF SUBCONTRACTING OPPORTUNITY |

Complying with a, b, and c of this section constitutes a Good Faith Effort towards the portion of work listed in SECTION 3.

After performing the requirements of this section, complete SECTION 7, 8 and 10.

1. Provide written notification of the subcontracting opportunity listed in SECTION 3 to three (3) or more HUBs. Use the State of Texas’ Centralized Master Bidders List (CMBL) and the HUB Directory, found at <http://www.window.state.tx.us/procurement/cmbl/cmblhub.html> and its HUB Directory to identify available HUBs.1
2. Offerors may also provide written notification of the subcontracting opportunity listed in SECTION 3 to a minority or women trade organization or development center to assist in identifying potential HUBs by disseminating the subcontracting opportunity to their members/participants. A list of trade organizations and development centers may be accessed at <http://www.window.state.tx.us/procurement/prog/hub/>.1
3. Written notifications should include the scope of work, information regarding the location to review plans and specifications, bonding and insurance requirements, required qualifications and identify a contact person. Unless TEA has specified a different time period, you must allow the HUBs no less than five (5) working days from their receipt of notice to respond prior to the submission of your response to TEA.

|  |
| --- |
| SECTION 7 – HUB FIRMS CONTACTED FOR SUBCONTRACTING OPPORTUNITY |

List three (3) State of Texas certified HUBs you notified regarding the portion of work (subcontracting opportunity) listed in SECTION 3. Specify the payee ID number, date you provided notice, and if you received a response.1

|  |  |  |  |
| --- | --- | --- | --- |
| Company Name | TIN # | Notice Date | Response Received? |
|  |  |  | - Yes - No |
|  |  |  | - Yes - No |
|  |  |  | - Yes - No |

|  |
| --- |
| SECTION 8 – SUBCONTRACTOR SELECTION |

List the subcontractor(s) you selected to perform the portion of work (subcontracting opportunity) listed in SECTION 3. Also, specify the percentage of work be subcontracted, the approximate dollar value of the work to be subcontracted and indicate if the company is a Texas certified HUB.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Company Name | | TIN # | Expected % of Contract | | Approximate Dollar Amt. | Texas Certified HUB |
|  | |  |  | |  | - Yes - No\* |
|  | |  |  | |  | - Yes - No\* |
|  | |  |  | |  |  |
| Enter your company’s name: |  | | | Solicitation #: | | |
|  |  | | |  | | |
| SECTION 8 (CON’T) – SUBCONTRACTOR SELECTION | | | | | | | |

\*If the subcontractor(s) you selected is a non HUB, provide written justification of your selection process below:

|  |
| --- |
|  |
|  |
|  |
| SECTION 9 – SELF PERFORMANCE JUSTIFICATION |

(If you responded “No” to SECTION 2, you must complete SECTION 9 and 10)

Provide justification, in the space provided below, on how you intend to complete the entire contract using your own employees, materials, supplies and equipment. Attach any supporting documentation.

|  |  |
| --- | --- |
|  | |
|  | |
|  | |
|  | |
|  | |
|  | |
| SECTION 10 – AFFIRMATION |

As evidenced by my signature below, I affirm that I am an authorized representative of the Offeror, listed in SECTION 1, and that the information and supporting documentation submitted with the HSP are true and correct. Offeror understands and agrees that, if awarded any portion of the solicitation:

The Offeror must submit monthly compliance reports (Prime Contractor PAR) to the TEA HUB Coordinator, verifying their compliance with the HSP, including the use/expenditures they have made to subcontractors.

(The PAR is available at <http://www.tea.state.tx.us/tea/hub/index.html>.)

The Offeror must seek written approval from the TEA HUB Coordinator prior to making any modifications to their HSP. If the HSP is modified without TEA’s prior approval, Offeror may be subject to debarment pursuant to TGC §2161.253(d).

The Offeror must provide any requested documents regarding staff and other resources.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Signature |  | Printed Name |
|  |  |  |
| Title |  | Date |

Attachment D

COVER PAGE FOR PROJECT PROPOSAL

Submitted to the

Texas Education Agency

RFO No. 701-12-010

|  |  |
| --- | --- |
| TITLE OF PROPOSED PROJECT: | Education Data Warehouse (EDW) Solution Hosting Services |
| OFFEROR ORGANIZATION: | (Name and address of organization submitting proposal. Include zip code.) |
| OFFEROR ORGANIZATION | (Show Offeror organization's Federal Employer's) |
| IDENTIFICATION NUMBER: | Identification Number or TIN. |
| OFFER DEVELOPED BY: | (Name, position, email, and telephone number of person responsible for development of proposal) |
| PROJECT ADMINISTRATOR: | (Name, position, email, and telephone number of person to be in charge of proposed project) |
| OFFER TRANSMITTED BY: | (Name, position, email, and telephone number of official committing the Offeror organization to the proposed project) |
| CONTRACTING OFFICER: | (Name, position, email, and telephone number of official with authority to negotiate contracts for Offeror organization) |
| DURATION OF PROJECT: | (Beginning and ending dates of proposed project) |
| TOTAL BUDGET FOR PROPOSED PROJECT: | (Total of expenditures listed in budget section) |
| CONTAINS PROPRIETARY INFO: | (Check this box if the proposal being submitted contains proprietary information.) |
| ACCEPTANCE OF: | We hereby accept by the submission of the proposal the Execution of Offer, Terms and Conditions of the General Provisions. |
| DATE SUBMITTED: | (Date proposal is submitted to TEA) |

Attachment E

Pricing Proposal

Offerors may submit the Pricing Proposal using the attached Excel format.

List all assumptions used to compile the prices given for the project.

Attachment F

TEA Vendor Guide

See Bid Package #2

Attachment G

OP 10-03 – CONFIDENTIAL ENTERPRISE INFORMATION

See Bid Package #3

Attachment H

TEA Glossary

See Bid Package #4

Attachment I

Master Services Agreement

See Bid Package #5

Attachment J

Education Data Warehouse Solution Hosting Services Requirements Response

See Bid Package #6

Attachment K

TEA Accessibility Requirements Response

See Bid Package #7

Attachment L

Education Data Warehouse Solution Hosting Services Matrix of Responsibilities

See Bid Package #8

Attachment M

Education Data Warehouse Solution Hosting Services

User Acceptance Test Scenario

See Bid Package #9

1. SLDS grants were authorized by the Educational Technical Assistance Act of 2002, and the first grants were awarded in 2005. Last year, Congress expanded the program to include K-12 data systems and to provide links with pre-K, postsecondary and workforce data. The 2009 ARRA grantees were selected in a competition based on the merit of the applicants’ proposals and the funding available for the program. [↑](#footnote-ref-1)
2. A Historically Underutilized Business is defined as a business that meets the following criteria:

   * Is at least 51% owned by an Asian, Pacific American, Black American, Hispanic American, Native American, and/or American woman
   * Is an entity with its principal place of business in Texas
   * Has an owner residing in Texas with a proportionate interest that actively participates in the control, operations, and management of the entity’s affairs

   [↑](#footnote-ref-2)
3. <http://www.tea.state.tx.us/index4.aspx?id=3541> [↑](#footnote-ref-3)