Request for Proposal

RFP No. 003-24
MASS ALERT MESSAGING & NOTIFICATION SYSTEM

Issued By:
Onslow County Purchasing Department
234 NW Corridor Blvd.
Jacksonville, NC 28540
Phone: (910) 455-1750

Issued for:
Onslow County ITS
234 NW Corridor Blvd.
Jacksonville, NC 28540

Date of Issue: February 27, 2024

Proposals Due: March 28, 2024

KEY INFORMATION SUMMARY SHEET

Request for Proposals
Mass Alert Messaging & Notification System
RFP # 003-24

RFP Issue Date:	February 27, 2024
Mailing address to submit proposals:	Onslow County Purchasing Department Attn: Christina Russell, Purchasing Division Head 234 NW Corridor Blvd. Jacksonville, NC 28540
Deadline for Written Questions:	12:00 noon March 11, 2024
Proposal Due Date:	March 28, 2024 2:00PM

Onslow County, North Carolina
Request for Proposals
Mass Alert Messaging & Notification System

1.0 Introduction

Pursuant to N.C.G.S 143-129.8 and N.C.G.S 143-135.9, the County of Onslow is requesting proposals from qualified vendors to provide mass alert messaging and notification services. This request for proposal details requirements for responsible firms to provide a communication system that will enable mass messaging in the form of *voice, text/SMS, and email* to be sent by designated county employees to multiple groups of community stakeholders for the purpose of announcements or emergency communications.

The objectives of this mass alert notification system include: 1) to provide early alert and notification of emergency situations; 2) to disseminate emergency messages during and after an emergency and 3) to disseminate routine local government information on an opt-in basis.

These objectives will be met via the mass alert notification system by delivery through multiple different media to ensure that effective and timely messages are delivered.

The proposed solution should be a single, integrated solution offering comprehensive security and built-in redundancy of operations based on the concept of a unified messaging and communication application. It should provide for a single, common process to issue alerts or other communication requests over multiple protocols and devices.

Copies of the Request for Proposal (RFP) may be obtained by applying to the Office of the Onslow County Purchasing Department, phone (910) 455-1750, during regular business hours. The County of Onslow reserves the right to reject any and/or all proposals. The County of Onslow encourages all businesses, including minority, women owned businesses to respond to all Request for Proposals.

2.0 Questions

All questions pertaining to this Request for Proposal (RFP) shall be submitted <u>in writing</u> no later than March 11, 2024, at 12:00 PM. Questions may be emailed to: Christina_Russell@onslowcountync.gov

Only written questions will be considered formal. Any information given verbally or by telephone will be considered informal. Any questions that the County feels are pertinent to all proposers will be mailed as an addendum to the RFP.

3.0 Preparation of Proposal

Each bidder must thoroughly examine the Request for Proposal to ensure that the vendor can meet all requirements. Proposals shall be submitted on the forms included within the RFP documents.

Proposals shall be signed by the person or persons legally authorized to bind the Provider to a contract. Proposals that are not signed will be rejected.

Failure to submit a proposal with all proposal requirements may be considered sufficient cause for rejection of the Proposal. Any interlineations, alterations or erasures must be initialized by the signer of the proposal.

Proposals shall remain firm for a period of ninety (90) calendar days after proposals are due.

4.0   Submittals

In order to be considered all proposals must be submitted in writing no later than **2:00 PM (EST) on March 28, 2024.** Time is of the essence; No proposal will be accepted after the official time and date. Vendors mailing responses should allow delivery time to ensure timely receipt of their proposal. The responsibility for getting the proposal to the Onslow County Purchasing Department on or before the specified time and date is solely and strictly the responsibility of the responding vendor.

The outside of the envelope shall be clearly marked **"RFP # 003-24 Mass Alert Messaging & Notification System."**

The County will in no way be responsible for delays caused by any occurrence. Responses may be hand carried or mailed to:

<div align="center">

Onslow County Purchasing Department
Attn: Christina Russell
234 NW Corridor Blvd.
Jacksonville, NC 28540
Hours of Operation: 8:00 a.m. - 5:00 p.m. (EST)
Monday through Friday

</div>

This is not a public bid opening. In accordance with N.C.G.S. 143-129.8(d) Proposals submitted under this section shall **not** be subject to public inspection until a contract is awarded.

5.0   Bidder Responsibility

The bidder is responsible for verifying any and/all information provided and to familiarize themselves with the work required, prior to bidding. A plea of ignorance of the conditions that exist, or may hereafter exist, or difficulties that may be encountered in the execution of the work, as a result of failure to make necessary investigations and examinations, will not be accepted as an excuse for any failure, or omission on the part of the successful documents and to complete the work for the consideration set forth herein, or as a basis for any claim whatsoever.

6.0   Subcontract

The successful bidder is the primary vendor and will perform the work using their own work force. The vendor shall not sub-contract the services/work without the prior approval of the County.

7.0   Award of Contract

In accordance with N.C.G.S. 143-129.8 "Purchase of information technology goods and services", the contract will be awarded to the company that submits the best overall proposal as determined by the County. Factors to be considered may include:

- Completeness of submitted proposal and adherence to stated criteria in this RFP;
- Any exceptions to the specifications and requirements;
- Proposed Fees;
- Experience of the Proposer;
- References;
- Training, maintenance and support offered;
- Overall proposed solution and quality of proposal submitted;
- Acceptance of the terms of the contract

In addition, the county may negotiate with any proposer in order to obtain a final contract that best meets the needs of county. However, negotiations will not alter the original intent of the scope of services.

8.0   **Service Agreement**

The successful Service Provider will be required to enter into a service agreement with the County.

9.0   **Required Forms**:

        a. Non-Collusion Affidavit
        b. Cost Proposal to include required information in paragraph 15. (See attached Proposal Form)
        c. Certification Regarding Debarment and Suspension
        d. Exceptions to the Service Agreement Form or additional required terms/conditions (form not provided)
        e. E-Verify Form

10.   **Proposal Requirement**

Prospective vendors must submit a completed cost proposal by the deadline which demonstrates the ability to provide the functional, technical, and general requirements outlined by the County including any needed installation, configuration, training, and support. Appropriate technical documentation should be included with the proposal. **For evaluation purposes, all responses must be labeled and numbered in accordance to the system requirements included. Example: Section 13.1 paragraph 1:**

11.   **Qualifications and Experience**

a. The proposer should demonstrate full knowledge and understanding of the specifications and requirements for designing and deploying a mass alert and notification system and ability to meet defined specifications.

b. Bidders shall provide a minimum of three (3) references for which this type of service is or was provided to other North Carolina agencies, preferably counties within the State of North Carolina. No bidder will use the County of Onslow as a reference. Reference information shall be submitted on the proposal form enclosed.

c. Proposers should demonstrate a minimum of five (5) years' experience in similar systems. The successful vendor expressly warrants that all services specified in this RFP will be performed with skill, care, and diligence and in accordance with all requirements under the RFP. The successful vendor agrees to correct any deficiencies in its provision of services upon notification by the County and without additional expense to the County.

d. Proposers should provide a minimum of five (5) non-testing instances where your proposed system has been effectively used to complete a high volume of calls for emergency situations in a similar size community.

e. The proposer proposed solution should have a proven track record of technical development and deployment integration with the Federal Emergency Management Agency (FEMA) Integrated Public Alert and Warning System (IPAWS).

f. The proposer will be able to provide evidence of financial strength sufficient to support the management and deployment of the system, if requested by the county.

12.   **Scope of Work**

The selected vendor shall provide a mass messaging service to include the capability for County employees to communicate with stakeholders via voice, text/SMS, and email. Real time

reporting, multiple communication options and grouping, and expedited delivery of emergency messages are expected.

13. **System Requirements**

Proposers submitting a proposal should comply with the following specifications and their proposals should provide details which demonstrate compliance. Wherever the proposer cannot comply with any specification this fact should be identified along with an explanation and any proposed solution. All proposer responses should be relevant to local government and should not include data, statistics or examples from counties or business applications.

The following are the specifications for a Mass Alert Messaging and Notification System for the County.

13.1 System Architecture, Dialing, Infrastructure and Security

1. The proposed system shall by fully hosted by the vendor requiring no additional hardware, equipment, storage, etc. by the County.

2. Licensing should allow curated use by municipalities inside the county. This use should be restricted to a polygon equal to the town limits plus a buffer to be defined later.

3. Proposer should provide a web-based system which provides the County the ability to access the system via a secure internet connection from any computer, tablet, or smart phone in order to send out alerts and notifications.

4. Proposer should identify the number of administrators permitted.

5. Proposed system should allow access for at least 30 users activating all types of alerts and notifications (including GIS mapping alerts), database maintenance, system maintenance, report queries, or whatever duties their assigned security level allows.

6. The system should recognize authorized users and allow administrators to limit user access to appropriate security levels. For example, the Public Works Department users may be permitted to send notices for road closures but would not be able to access the emergency alerting capabilities of the system.

7. Proposer should have robust hardware and a geographically redundant system across the United States of America with failover mechanisms in place. Proposer should describe its system in full, identifying all locations of its servers/facilities, redundant systems in place, and its means for guaranteeing delivery of the services described in this RFP. Describe the system's security and redundancy where there is no single point of failure. What happens if proposer's main server fails? Describe redundant systems in place to ensure system availability. Server failover should happen without human intervention and without need for prior action upon impending system failure.

8. Please provide uptime data for the system for the past three (3) years. Uptime data should include scheduled maintenance. Provide specific information regarding any system outage exceeding one (1) hour.

9. Explain whether any of your customers have been unable to deliver notifications due to downtime on your system. Please provide the cause of the outage, length of downtime and how the situation was resolved.

10. Proposer should operate and maintain their outgoing calling infrastructure. Please indicate if proposer uses third party provider service level agreements (SLA).

11. The proposed system should have the ability to detect local telephone company infrastructure limitations and adjust the volume of calls as needed to increase efficiency. Please explain how you identify requirements for and execute the throttling of calls. Include any provisions for ongoing evaluation of throttling requirements beyond the initial deployment phase.

12. Proposer should describe in their proposal the speed of message delivery by providing an explanation of the capabilities of their system (i.e. calls per minute based upon length of message).

13. Must be capable of sending out messages, at a minimum, via:
    a. landline
    b. cell phone
    c. e-mail
    d. text messaging
    e. VoIP

14. The proposed system should assign the Caller-ID number and read-out for the outgoing calls based upon the individual phone number and name of the department/agency that is sending out the notification.

13.2   Calling Database Management

1. Proposer should provide a database comprised of residential and business data for Onslow County including geocoding service at no additional charge.

2. Please explain how our total database will be populated and the precedence of various types of calling data. Include the total number of contacts, residential and business, that would be included upon contract award.

3. Explain whether the proposer's product allows administrative users to filter contacts by different characteristics, such as classification, opt out status, and those with at least one phone number, email, SMS device registered, etc.

4. Proposer's system must have the ability to create customized rosters/lists of individuals who will be routinely or intermittently contacted.

5. Proposer should describe in their proposal the means for loading contact information into its system (automated upload/download capability accomplished with a simple comma delimited file and direct entry into proposer's system).

6. Within the roster/lists it should be possible to set rules to manage each of their devices. For example: to only send to a given device if user does not respond within X number of minutes or only send on specific days and times.

7. The contact information database should have data import and export capabilities using industry standard formats and API's (e.g. Excel, comma delimited, MS SQL, Active Directory, etc.) and the ability to schedule these tasks.

8. Proposed system should include a citizen access web portal which allows the citizen the opportunity to register into the system, identify their location on a map; opt-in to various

notifications the County may choose to offer and the ability to login to update their devices, manage their contact information and change their notification settings. Describe how the opt-in process is managed and how long it takes for that data to be available for use. Describe how the system will prevent access by a "bot" or other inappropriate access.

9. Describe how the vendor will keep the proposed system database up-to-date and current. Is there additional cost associated?

10. System should have the capability to manage data from all sources to prevent duplication. How does the proposed solution handle duplicate records?

11. Please describe your process for periodically removing inactive phone numbers from the database.

12. System should have the ability to allow residents to opt-out of receiving notifications. Please detail the method used by residents to opt-out of the system.

13. Describe how you ensure that contact data is protected from reselling and other exploitations.

14. Provide the percentage of our residents that would not be included in the proposer-provided database and explain why.

15. Knowing that typically community opt-in rates are very low, please provide at least three (3) examples of your success in obtaining resident and business phone numbers as well as alternate contact methods. Please provide the percentage of the total database that has been provided by citizens in your examples.

16. How does the proposer provide support in notifying our community of the features and encourage enrollment in the system after the proposed solution has been implemented? Is this service only available at system implementation or annually for the service term?

13.3 Message Creation and Delivery

1. The County desires to perform messing with advanced formatting and meeting our style guidelines. Describe the message editing features and any template ability.

2. Creating a notification should be quick and easy. Please completely explain how notifications are initiated within proposed system.

3. System should have the capability of being activated by Onslow County from a mobile application. Please explain the functionality provided by the application. Clearly indicate any functionality not available when activating from the mobile application.

4. Should be capable of sending out both emergency notifications and on an opt in basis other citizen notifications the County may choose offer (i.e. weather alert, road closures, boil water advisory, missing person alert, parks and recreation information, etc.).

5. System should have the ability to prioritize messages (i.e. High, Medium, Low).

6. Should have the ability to record live voice or send pre-recorded and/or uploaded voice files.

7. System should include an accurate and clear text-to-speech feature for notifications. Describe the solution.

8. The system should have the ability to create scenarios and store prepared messages to be initiated in the future.

9. Proposer should describe the ability of their system to execute multiple notification requests simultaneously (i.e. different messages delivered to different groups of contacts at the same time). Explain any impact execution of multiple notification requests may have on delivery times.

10. The system should have the ability to recognize human voice vs. an answering machine and wait until the outgoing message from an answering machine or voicemail has ended prior to leaving the emergency notification message.

11. Proposer should explain what happens when voice mail is reached? Is it considered a successful delivery? Do documented results indicate that voice mail was reached rather than a live person?

12. Proposer should describe its definition of a successfully delivered message for each notification method available.

13. Proposer should define "unsuccessful delivery" and the circumstances or causes for a message delivery to be unsuccessful whether it is text, voice, and/or email**.**

14. Proposer should describe its ability to detect unsuccessful delivery of a mass notification message.

15. Explain what capability the proposer has for identifying contacts and contact phone numbers and email addresses that fail to receive text, voice, or email messages when a roster notification is sent.

16. Proposer should describe its ability to resend to those telephone numbers or email addresses that failed to receive an initial attempt.

17. Onslow County requires the ability to terminate any message notification in progress. Proposer should describe its ability to cancel or terminate the process in the middle of sending out an alert or mass notification message. Describe this capability for text, voice, and email**.**

18. Explain whether the proposer's product allows for message expiration.

19. Explain how the proposer's product will allow the County to create response needed messages that include questions and prompts for the recipient to answer by voice reply or by pressing a numeric key, by text if sent via text, by email if sent via email. Provide examples or describe the proposed system's capabilities.

20. The County desires the ability to send alerts in multiple languages. Please list the languages you support.

21. Proposed system should have the ability to schedule alerts/notifications and have daily, weekly, or monthly reoccurring alerts/notifications.

22. Proposed system should have the ability to attach files to outgoing messages.

23. When used to notify internal personnel, the proposed system should have the ability to advance the message to another person or a group of people if the first person did not respond on any of their devices.

24. When used to notify rosters:
    - The proposed system should have the ability to query recipients regarding their availability and ETA using automated prompts.
    - The proposed system should include the capability to create and customize queries.
    - The proposed system should have the ability to view message responses in real time.
    - The proposed system should be capable of capturing feedback from automated prompts in comprehensive reports.

25. Proposer should specify (separately for text and voice) how many messages it can deliver per minute and per hour independently listing all priority levels if time delivery varies.

26. Explain any client priorities your system may have, for example, during a large scale event affecting a region or multi-state area.

27. The proposed system should include a mobile application or mobile supported website for public use. The application should at a minimum allow the user to change their registration and opt in or out of notifications. Fully describe the function and all capabilities of the proposed mobile application. Fully disclose any cost to the public for download or use of the application including any required or optional in app purchases.

28. Onslow County is interested in any ability for the public to provide information to Onslow County during an incident or event. Fully describe any mobile application(s) you may provide which would allow for this. Explain how the application would serve the County and how citizens will interact with the application. Indicate if the cost for this service is included in your proposal or an additional cost. Indicate any cost to the citizen user to download or fully use the application.

29. Proposer should have a Memorandum of Agreement (MOA) with the Federal Emergency Management Agency (FEMA) and the proposed system should provide integration to the FEMA Integrated Public Alert and Warning System (IPAWS) for the following functional categories:

    a. Interop (COG-to-COG): Capability to exchange situation information between Collaborative Operating Groups (COGs) via Common Alerting Protocol (CAP) and/or Emergency Data Exchange Language Distribution Element (EDXL-DE). CAP 1.2 and EDXL-DE
    b. Post NWEM: Non-weather emergency message (NWEM) authoring interface for the National Weather Service HazCollect system. CAP 1.2
    c. Post EAS: Emergency Alert System (EAS) authoring interface. CAP 1.2
    d. Post CMAS: Commercial Mobile Alert System (CMAS) authoring interface. CAP 1.2
    e. Retrieve/Disseminate: System polls IPAWS-OPEN to retrieve and/or disseminate alerts CAP 1.2

30. Onslow County desires that the proposed system include alert origination and dissemination tools compliant with Common Alerting Protocol (CAP) version 1.2 and additional requirements of the Organization for the Advancement of Structured Information Standards (OASIS) IPAWS Profile specification to work with all IPAWS alert dissemination systems.

31. Proposer should specifically detail if IPAWS is integrated into the application core or offered as a stand-alone application.

32. Describe your procedures for the retention schedule of messages and reporting according to the Freedom of Information Act.

13.4   Mapping and Geographic Data Selection

1. The proposed system should include the use of a GIS mapping interface that allows the user to designate an area to be notified with the following functions at minimum:

    - Circle with a given radius
    - Predetermined geographic areas (zip code, evacuation zone, imported layer, etc.)
    - User-defined polygon
    - Buffer from selected feature
    - Multi-ringed buffer from site (1, 2, 3 mile radius, etc.)
    - Imported Images (i.e. plume model)

2. Proposer should fully describe the mapping utilized and the geographic selection features which will be part of their solution.

3. System should allow the user to select multiple contiguous or non-contiguous areas for notification. Please describe the method used for such selections.

4. System should have the ability to import ESRI "shape" files and save these areas for future use. Please explain any limitations to such a feature including any data structure requirements such as datum.

5. System should be able to add custom mapping layers.

6. The system should have the ability to designate specific addresses while determining a radius around these target areas.

7. System should easily enable user to broaden notification area and re-launch message to new selections and prior non-connects. Previous message recipients should not receive the message again.

8. System should have the ability to prioritize notifications closest to the event location and systematically expand outward.

9. System should be able to notify citizens targeted down to the street level including address ranges and odd/even street addresses.

10. System should be able to geo-code all address data at entry. Please explain how the proposed solution can prevent Centroid geo-coding practices.

13.5   Monitoring and Reporting

1. The County prefers a system with real time monitoring of delivery results. Proposer should describe their system's ability to allow users to monitor the delivery of messages in real time for both text and voice messages. That is, does the system provide real time reports on message delivery success/fail? Proposer should describe all real time reporting capabilities of its system for all message delivery methods.

2. Proposer shall describe all of its system's reporting capabilities. The system should provide reporting reflecting:

    o   Notification content;
    o   Recipient/Group list;
    o   Time of transmit by each device by each recipient;
    o   All attempts with specific results;

- o Recipient responses;
- o Summary of responses and time notification was closed.

3. Proposer must provide samples of their standard reports.

4. The system should allow historical reporting available for all the above information for at least one year for viewing or upload to other reporting databases.

5. System should provide verifiable confirmation that a contact has or has not been alerted, and confirmation as to the mode and time of contact acknowledgement.

6. Explain how quickly reports are available following the initiation of a mass notification message.

7. Proposer should describe its system's ability to receive custom responses back from recipients of email, text, and voice messages; that is, allowing the recipient to send a response or reply message. Proposer should include information on how responses are collected, aggregated (if appropriate) and presented to the administrative user.

13.6   Training, Maintenance, Support

1. Initial training should be provided at no additional cost. Proposer will provide a minimum of one training session at a county site for county system administrators. Proposer will provide a minimum of four webinar style training sessions for county personnel and partners with at least two focused on public safety/emergency functionality. Detail the number of sessions offered and the format of training you will provide.

2. Should the County desire any additional on site or webinar style training beyond that stated above in item #1 please provide the cost for any such additional training sessions.

3. The proposer shall provide written training materials for each training participant and electronic copies of all materials shall be provided to the County for future training purposes. The County shall have complete rights to copy and distribute training material as deemed necessary for continued operation of the system.

4. Proposers should supply examples of training materials and descriptions of the training sessions as part of their proposal response.

5. Please describe any follow-up training sessions (i.e., refreshers, new hire and new features) that are offered. Detail the format of training you would provide. Indicate if this is included in your proposal at no additional cost or if this would involve additional costs.

6. Proposer should provide the County with a training/testing system that ensures that no system training or practice sessions will be sent to the public. This should include IPAWS testing.

7. Proposer should provide 24-hour X 7 days a week X 365 days a year technical support. Live technical support should be available and able to send messages under the direction of the buyer's designated administrator in the event that local administrators cannot directly activate a message for any reason. These services should be provided at no additional cost to the County.

8. The proposer should provide the capability of remotely accessing the system from the proposer's facility in order to troubleshoot system operation, assist in software system configuration or for downloading upgraded software.

9. The proposer should provide a written plan describing how they will release, update, and maintain their system software for the County. The proposer should identify the releases, updates and maintenance which are included in their proposal.

13.7   Additional Terms and Conditions

1. Proposer should provide a detailed description if any software or other installation services are required or to be included with the system.

2. Proposer shall oversee the installation and configuration of any software or applications required to achieve operational goals of this Mass Notification System.

3. Proposer shall deliver and support customer installation of any administrative software tools for designated administrator personnel.

4. Proposer should provide a draft of a proposed System Acceptance Test Plan designed to confirm successful demonstration of the delivered solution. The final plan shall be mutually approved and will be signed upon successful completion.

5. Onslow County will own all data it or citizens input into proposer's system (names, phone numbers, email addresses, etc). The County requires that its data be used only for its own purposes. The data cannot be used by any other party for any other purpose.

6. The selected proposer shall treat all data that it receives from the County with the highest degree of confidentiality and in compliance with all applicable federal and state laws. Proposer shall only use such data for the purpose of fulfilling its duties under any agreement that may result from this RFP and shall not further disclose such data to any third party without the prior written consent or as otherwise required by law. Use of data for anything other than its intended purpose may be considered grounds for immediate termination of the contract and may result in pursuit of any and all available legal remedies.

14.   Options

Option A: Automated Notifications
This item may be proposed as an add on option. The County will consider this option and may or may not choose to pursue *Option A: Automated Notifications*. Proposer should indicate if this is included in base pricing or at an additional cost. If this option would involve an additional cost the exact cost should be identified.

1. Please describe any capability that the proposed system has to launch emergency notifications to the public from other warning sources, such as the National Weather Service or other Alerting Authorities.

2. Please describe the method that would be used to target such notifications including the extent that polygons are used to minimize the notification footprint. Explain whether those to be impacted by weather first are notified first. Please provide examples where such notifications have been successful in a jurisdiction of similar size and population.

3. Explain whether the proposer's product can send alerts automatically, triggered by various events, without human intervention, i.e. detection of a physical system failure, input from a standard alarm system, etc. Describe how this is accomplished and clearly indicate any additional cost associated with this service.

Option B: Additional Capabilities

This item may be proposed as an add on option. The County will consider this option and may or may not choose to pursue *Option B: Additional Capabilities*. Proposer should indicate if this is included in base pricing or at an additional cost. If this option would involve an additional cost the exact cost should be identified.

The proposer should describe any other system capabilities included with the solution proposed, such as ability to deliver notification to tone alert radios, PA systems, computers, tablets, cable TV systems, digital displays or other devices and social media including Facebook and Twitter.

Option C: Integration with Civic Plus

This item may be proposed as an add on option. The County will consider this option and may or may not choose to pursue *Option C: Integration with Civic Plus*. Proposer should indicate if this is included in base pricing or at an additional cost. If this option would involve an additional cost the exact cost should be identified.

The proposer should describe if the solution proposed has the ability to integrate with the county's website Civic Plus via API or other means.

15. **Pricing Structure:**

- Proposals must include the cost breakdown for the all included services offered. ***Any options will be included as a separate line and clearly indicated as an option.***
- Proposal must include the first year fees with an option for three additional year's fees for a total of four years. All fees should be all inclusive to include licensing, support and maintenance.
- Explain how your pricing is determined (population, registrations, contacts) and what is included in the proposed price.
- Proposer should offer multiple usage options/levels at least one of which includes unlimited phone call-out minutes at one set fee regardless of the number of calls made or minutes used during the call, SMS text messages, and emails; please provide details.
- Outline and explain any possible additional fees or provide a clear statement that there will be no additional fees.

State of North Carolina
County of Onslow

_____(name of individual), being first duly sworn, deposes and says that:

1.   He/She is the _____ (title) of _____ (company name), the proposer that has submitted the attached proposal;

2.   He/She is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal;

3.   Such proposal is genuine and is not a collusive or sham proposal;

4.   Neither the said proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other proposer firm or Person to submit a collusive or sham proposal in connection with the contract for which the attached proposal has been submitted or to refrain from proposing in connection with such contract, or has in any manner, directly or indirectly sought by agreement or collusion of communication or conference with any other proposer, firm or person to fix the price or prices in the attached proposal or of any other proposers, or to fix any overhead, profit or cost element of the proposal price of the proposal of any other proposer or to secure through collusion, conspiracy, connivance or unlawful agreement any advantage against the County of Onslow or any person interested in the proposed contract; and

5.   The price or prices quoted in the attached proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

_____
Signature

                                                                                                     Seal
_____   if
Title   Corporation

Date: _____

This form must be notarized

SUBSCRIBED AND SWORN TO BEFORE ME,
This _____ day of _____, 20_____

                              Notary Public _____

                              My Commission Expires: _____

PROPOSAL FORM

PART I: Proposal Form

If you attach a separate page for Part I, be sure to complete Part II and Part III on this page.

Product/Feature/Option	One Time or Recurring Cost	Quantity	Unit Price	Total Price

PART II: References
Provide at least three (3) references: Include **Company Name, Contact Name, and Verified Phone Number**

_____

_____

_____

PART III: Submitted by

Company Name	
Company Address	
Telephone	Fax
Representative (print name)	
Signature of Representative	
Email Address	
Date Submitted	

CERTIFICATION REGARDING DEBARMENT AND SUSPENSION

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

(a) are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal Department or agency;

(b) have not within a 3-year period preceding this proposal been convicted of or had a valid judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, Ste, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) are not presently indicted or otherwise criminally or civilly charged by a governmental entitle (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and

(d) have not within a 3-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

Should the applicant not be able to provide this certification, an explanation as to why should be placed after the assurances page in the application package.

The applicant agrees by submitting the proposal that it will include, without modification, the clause titled "Certification Regarding Debarment, Suspension, in eligibility, and Voluntary Exclusion-Lower Tier Covered Transactions" in all lower tier covered transactions (i.e., transactions with sub- grantees and/or contractors) and in all solicitations for lower tier covered transactions.

_____   (Seal if Corporation)
Signature

_____
Title
Date: _____

NOTARIZE

SUBSCRIBED AND SWORN TO BEFORE ME,
This _____ day of _____, 20___

NOTARY PUBLIC _____

My Commission Expires: _____

STATE OF NORTH CAROLINA
COUNTY OF ONSLOW

AFFIDAVIT OF COMPLIANCE: E-VERIFY

I, _____ (the individual attesting below), being duly authorized by and on behalf of

_____ (hereinafter "Firm") after first being duly sworn hereby swears or affirms as

follows:

1.   Firm understands that <u>E-Verify</u> is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with Article 2 of Chapter 65 of the North Carolina General Statutes; and

2.   Firm understands that "Employer", as defined in NCGS§64-25(4), are required by law to use E-Verify to verify the work authorization of the employee through E-Verify in accordance with NCGS§64-26(a). The term "Employer" does not include State agencies, counties, municipalities, or other governmental bodies.

3.   Firm is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in the state of North Carolina. (Mark Yes or No)

         a. YES _____, or b. NO _____

4.   Firm will ensure compliance with E-Verify by any subcontractors/subconsultants subsequently hired by Firm to perform work under Firm's contract with Onslow County.

5.   Firm shall keep the County of Onslow informed of any change on its status pursuant to Article 2 of Chapter 64 of the North Carolina Statutes.

This _____ day of _____, 20___.

_____
Signature of Affiant

Print or Type Name: _____

State of _____ County of _____

Signed and sworn to (or affirmed) before me, this the _____

day of _____, 20_____.

My Commission Expires: _____

_____
Notary Public

(Affix Official/Notarial Seal)