



**NORTH TEXAS TOLLWAY AUTHORITY
03459-NTT-00-CS-IT
OLCSC MOBILE APP**

**PROPOSALS DUE:
July 25th, 2012 @ 2:00pm CST
At the following location:
NORTH TEXAS TOLLWAY AUTHORITY
Attn: Procurement Services
5900 West Plano Parkway, Suite 100
Plano, Texas 75093**

**PRE-PROPOSAL MEETING:
July 11, 2012 @ 2:00pm CST
At the following location:
NTTA Boardroom
5900 West Plano Parkway, Suite 200
Plano, Texas 75093**

Vendor Information Page

Please Print or Type

FIRM'S NAME: _____

FIRM'S PHYSICAL ADDRESS: _____

CITY/STATE/ZIP: _____

FIRM'S MAILING ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

EMAIL ADDRESS: _____

TAXPAYER IDENTIFICATION NUMBER: _____

The undersigned affirms that he or she is authorized to submit the firm's response to this RFP and execute a contract between the firm and the North Texas Tollway Authority. The undersigned further affirms that all of the statements and representations made in the response were made based on reasonable inquiry and are complete and accurate to the best of the knowledge of the undersigned. The NTTA reserves the right to reject any response found to contain false, misleading or inaccurate information. By signing and submitting this response the firm certifies that it understands the terms and conditions of this RFP and that it agrees with such terms and conditions except those to which it specifically objects in writing.

FIRM'S AUTHORIZED AGENT

AUTHORIZED AGENT'S SIGNATURE

TITLE

ATTENTION ALL RESPONDENTS: THIS FORM MUST BE COMPLETED AND INCLUDED WITH YOUR RESPONSE – IT SHOULD BE PLACED IN A SECTION OF YOUR RESPONSE LABELED "REQUIRED FORMS AND DOCUMENTS"

REQUIRED RESPONSE CHECKLIST:

The following checklist is provided as a convenience to aid Proposers in responding to this RFP. The items shown in the checklist must be included in your response.

- Vendor Information Form
- Confidentiality and Non-Disclosure Statement-Attachment A
- Conflict of Interest Questionnaire, Affidavit and Supplement to Conflict of Interest Questionnaire-Attachment B
- Diversity Compliance Forms (Commitment Form NTTA 4906)-Attachment C
- Addenda acknowledgements, if applicable (the signed acknowledgement form must be included in the response to the RFP)

Questions about the RFP should be directed via e-mail to Mr. Ryan Williams, Senior Buyer, at rwilliams2@ntta.org no later than July 16, 2012 @ 4:00pm CST.

I. INTRODUCTION

A. BACKGROUND

The North Texas Tollway Authority (NTTA) is a regional tollway authority governed by Chapter 366 of the Texas Transportation Code authorized to acquire, construct, maintain, repair and operate turnpike projects in the North Texas region. The NTTA serves its member counties of Collin, Dallas, Denton and Tarrant and is responsible for the NTTA System, consisting of the Dallas North Tollway, the President George Bush Turnpike, Sam Rayburn Tollway, Addison Airport Toll Tunnel, Lewisville Lake Toll Bridge and the Mountain Creek Lake Bridge, and the NTTA Special Projects System, consisting of the President George Bush Turnpike – Western Extension and the Chisholm Trail Parkway. The NTTA is governed by a nine-member board of directors (Board) with two members appointed by each of the four NTTA member counties. A ninth member is appointed by the Governor of Texas. The following individuals currently serve on the NTTA Board of Directors:

Chairman Kenneth Barr (Tarrant County)
Vice Chairman Bill Moore (Collin County)
Victor T. Vandergriff (Tarrant County)
Jane Willard (Collin County)
David R. Denison (Denton County)
Matrice Ellis-Kirk (Dallas County)
George “Tex” Quesada (Dallas County)
Michael R. Nowels (Denton County)
William D. Elliott (Governor’s appointee)

More information on the NTTA can be obtained by visiting the NTTA’s web site at www.ntta.org.

B. INTENT

The purpose of this solicitation is to solicit proposals for Online Customer Service Center (OLCSC) Mobile Apps.

Sealed proposals marked RFP 03459-NTT-00-CS-IT OLCSC Mobile App will be received by Director of Procurement Services, North Texas Tollway Authority, 5900 West Plano Parkway, Suite 100, Plano, TX, 75093.

Proposals will be accepted until July 25, 2012 by 2:00pm CST. Proposals submitted after this date and time will be returned unopened to the submitting firm/individual. The Authority will require strict compliance with the sealing, marking and timely delivery of all submittals.

NTTA is not responsible for delays caused by the U.S. Postal Service, the internal mail delivery system of the NTTA, or any other means of delivery employed by the Proposer. Similarly, the NTTA is not responsible for, and will not open, any proposal responses which are received later than the date and time indicated above. The time stamp device in the customer reception lobby is the official time clock used for the purpose of the due date and time of the proposals. Any

discrepancies between this official time clock and any other time keeping devices are not the responsibility of the NTTA.

The NTTA reserves the right, in its sole discretion, to waive any technicality in a response to this RFP, provided such action is in the best interests of the NTTA. Where the NTTA waives minor technicalities in a Proposal, such waiver does not modify the RFP requirements or excuse the Respondent from full compliance with the RFP. Notwithstanding the waiver of any minor technicalities, the NTTA holds all Respondents to strict compliance with the RFP.

C. TELEGRAPHIC/ELECTRONIC PROPOSAL RESPONSES

Proposal responses sent by facsimile machines or email are not acceptable and will be rejected upon receipt. Vendors will be expected to allow adequate time for delivery of their proposal responses either by airfreight, postal services, or by other means.

D. TERMS OF CONTRACT

The contract will become effective upon final execution of contracts by both parties. The initial contract period shall be for a period of (3) three years. The initial contract may be extended at the Authority's option for up to (2) two additional (1) one year periods. This contract may be terminated by the NTTA with a thirty (30) day written notice to the other party regardless of the reason.

E. INQUIRIES

Questions about this RFP should be directed in writing, via e-mail to Senior Buyer Ryan Williams at rwilliams2@ntta.org, no later than July 16, 2012 by 4:00PM CST. Correspondence with individuals other than those listed herein will not be allowed:

North Texas Tollway Authority
5900 West Plano Parkway, Suite 100
Plano, TX 75093
Attn. Director of Procurement Services
RFP 03459-NTT-00-CS-IT

From the issuance date of this RFP until a firm/individual is selected and the selection is announced, firms are not allowed to communicate regarding this RFP with any NTTA officer, employee or consultant. Any inquiry regarding this RFP must be directed to the contact listed above. The NTTA reserves the right to disqualify any Proposer who is found in violation of this provision. No questions other than written via email will be accepted, and no response other than written will be binding upon the Authority. Written responses to questions will be provided to all recipients of the RFP.

F. INTERPRETATIONS AND ADDENDA

No interpretation or modification made to any respondent as to the meaning of the RFP shall be binding on the North Texas Tollway Authority unless submitted in writing and distributed as an

addendum by NTTA. Interpretations and/or clarifications shall be requested in writing and directed to Director of Procurement Services at the address or e-mail noted above. Information obtained otherwise will not be considered in awarding of contract. All addenda shall become part of the RFP.

G. LANGUAGE, WORDS USED INTERCHANGEABLY

The word AUTHORITY, Authority or NTTA refers to the NORTH TEXAS TOLLWAY AUTHORITY throughout this document. Similarly, RESPONDENT, Vendor, Respondent and Proposer refer to the person or company submitting an offer to sell its goods or services to the Authority. The words Proposal and, Quotation, are all offers from the Proposer. NTTA has established for the purposes of this RFP that the words “shall,” “must” or “will” are equivalent in this RFP and indicate a mandatory requirement or condition, the material deviation from which shall not be waived by the Authority. A deviation is material if, at the sole discretion of the Authority, the deficient response is not in substantial accord with this RFP’s mandatory condition requirements. The words “should” and “may” are equivalent in the RFP and indicate very desirable conditions or requirements but are permissive in nature. Deviation from, or omission of, such a desirable condition or requirement will not in and of itself cause automatic rejection of a proposal, but may result in being considered as not in the best interest of the Authority.

H. SCOPE

(ATTACHMENT D)

II. RESPONSE TO THIS RFP

A. EXAMINATION OF RFP DOCUMENTS

Failure of any Proposer to receive or examine any form, instrument, addendum or other document shall in no way relieve any Proposer from any obligation with respect to their proposal or to any contract resulting from this proposal. The submission of a proposal shall be taken as conclusive evidence of compliance with this condition. Failure to meet this condition may result in rejection of any offering on this proposal.

B. PROPRIETARY INFORMATION

Any proprietary information contained in the Response shall be so indicated with the following notation in BOLD letters at the top and bottom of the page, THIS PAGE CONTAINS PROPRIETARY INFORMATION. A general statement that the entire content or major portion, of the Response is proprietary will not be honored. Firms should be aware that all information submitted is subject to public disclosure under the provisions of the Texas Public Information Act (Chapter 552 of the Texas Government Code)

C. PROPOSAL SUBMITTAL GUIDELINES

Proposals should be as brief and concise as possible, providing relevant information and excluding marketing materials. Responses are limited to 20 pages (8.5x11), and will included typed text, graphics, charts and photographs. Charts and Exhibits may a larger size but must

be folded to the standard size when submitted. Each proposal must include all of the following content in each of the following sections:

1. Cover Letter: A brief one-page cover letter should summarize key elements of the proposal. The cover letter should include the name, address and telephone number of the proposer and all key personnel that will assist in providing the requested equipment and service. The letter should be signed by an individual authorized to submit the required information to the NTTA.
2. Table of Contents: Describe the contents of the proposal (one page)
3. Vendor Information Page: An individual authorized to bind the consultant's firm must sign the vendor information page. Indicate the address and telephone number of the contact person for this assignment. (This does not count against your total of 20 pages)
4. **Proposal Addressing Scope: Address each paragraph listed in the Scope of Services, Attachment D, providing information on how each requirement will be met and how you intend to deliver the proposed solution.**
5. Firm Experience and Qualifications:
 - a. A brief descriptive statement indicating the Proposer's credentials to deliver equipment and services sought under this RFP.
 - b. Areas of specialization.
 - c. A brief description of Proposer's background and organizational history.
 - d. List of all awards, certifications and recognitions received that are applicable to this procurement.
 - e. Years in business.
 - f. Location of offices.
 - g. Form of business (i.e., individual, sole proprietor, corporation, non-profit, joint venture, Limited Liability Company, etc.).
 - h. A statement as to whether Proposer or any of the Proposer's employees, agents, independent contractors, or subcontractors have been convicted of or plead guilty to any felony; and if so, an explanation providing relevant details.
 - i. A personnel roster of key staff who shall be assigned by Proposer to perform with equipment services under the agreement.
 - j. Details of any failed agreements, and/or refusal to complete an agreement within the last (5) years. If an agreement has been cancelled or terminated, provide name, address and phone number of the client who terminated the agreement. Explain reasons for cancellation.
6. References: Provide the names and contact person(s) of your firm's three (3) most relevant references for which your firm has provided equipment and services comparable to the equipment and services described herein over the past three (3) years. At a minimum, the following information should be included for each reference:
 - a. Name, address and contact information of references, including email address (reference should be the appropriate staff member that was associated with that project)
 - b. Description and scope of work
 - c. Explanation of perceived relevance of the experience to the RFP
7. **Cost Proposal**

With your submittal, include a section that details the cost for the solution in its entirety. Cost should be broken down into three areas:

1. Production- Costs should include design, coding, development, testing and validation. Include any other costs that may be associated with the development and launch of the application.
2. Annual Maintenance-An annual maintenance cost should be included;
 - Year 1 (if applicable)
 - Year 2
 - Year 3
3. Fee Schedule-Include with your proposal a fee schedule that includes any additional rates that may pertain to the ongoing maintenance or development of the application, hourly rates, etc.

III. PROPOSAL REQUIREMENTS

A. SUBMISSION OF PROPOSALS

The proposer must submit one (1) original hard copy and five (5) additional hard copies of the complete written proposal to:

Procurement Department – Director of Procurement Services
 North Texas Tollway Authority
 5900 West Plano Parkway, Suite 100
 Plano, TX 75093
 RFP 03459-NTT-00-CS-IT

The respondent should clearly mark the outermost envelope of the submittal with RFP 03459-NTT-00-CS-IT OLCSC Mobile App . The NTTA is not responsible for submittals received but not clearly marked. It shall be the responsibility of each bidder to deliver its proposal to the NTTA Director of Procurement at the above listed address before or by the time listed above for its bid to be considered. The NTTA customer receptionist will stamp the date and time on the proposal envelope upon receipt and this will serve as the official date and time used for the bid opening purpose. Any discrepancies between the official time and any other time keeping devices will not be the responsibility of the Authority. Faxed, oral, or telephoned bids will not be accepted. Late bids will be returned unopened.

B. SCHEDULE OF EVENTS

Public notification/advertisement	June 29, 2012
	July 6, 2012
Pre-Proposal Meeting	July 11, 2012 2:00pm CST
Deadline for submitting questions	July 16, 2012 4:00pm CST
RFP's Due	July 25, 2012 2:00pm CST

Questions concerning the RFP are due in writing via e-mail to Senior Buyer Ryan Williams at rwilliams2@ntta.org. All responses to such questions will be distributed to all potential respondents.

C. OFFICIAL TIME CLOCK

The time stamp device in the customer reception lobby is the official time clock used for the purpose of the due date and time of the proposals. Any discrepancies between this official time clock and any other time keeping devices are not the responsibility of the NTTA. Late proposals will be returned unopened to the submitting firm.

D. PROPERTY OF NORTH TEXAS TOLLWAY AUTHORITY

All copies and contents thereof of any proposal, attachment, and explanation thereto submitted in response to this RFP, except copyrighted material, shall become the property of the Authority regardless of the proposer selected. All copyrighted material must be clearly marked indicating the copyrighted status. NTTA shall be held harmless from any claims arising from the release of proprietary information not clearly designated as such by the proposing firm.

E. EVALUATION OF PROPOSALS

Proposals will be evaluated on the basis of their responses to all provisions of this RFP. The Authority may use some or all of the criteria in its evaluation and comparison of proposals submitted. The criterion listed is not necessarily an all-inclusive list.

- Technical Approach/Methodology/Timeline 30%
- Price 20%
- Experience 20%
- PADSS or PCI DSS Compliance 20%
- Business Diversity 10%

IV. ADDITIONAL TERMS & CONDITIONS

A. OPEN RECORDS

Respondents are advised that information included in a proposal is subject to the Texas Public Information Act, Chapter 552 of the Texas Government Code (the Act). Information a third party submits to or prepares on behalf of NTTA is subject to the Act and must qualify for an exception provided by the Act to be withheld from public disclosure. Information is not confidential under the Act simply because the party submitting the information anticipates or requests that it be kept confidential. NTTA cannot bring information within an exception to disclosure under the Act merely through a contract or agreement to keep the information confidential. Accordingly, a Respondent whose proposal may include information that the Respondent believes in good faith to be proprietary or commercial information and that the Respondent otherwise keeps confidential for competitive reasons is responsible for identifying and proving that such information qualifies for an exception to public disclosure under the Act. Each item of such information must be separately and conspicuously labeled "Confidential Proprietary Information." NTTA, its directors, officers, employees, agents, and attorneys shall not be liable for any disclosure of any information submitted in a response to this RFP. By submitting a proposal, the Respondent waives any claim against, and releases from liability, NTTA, its directors, officers, employees, agents, and attorneys with respect to disclosure of any

information included in the proposal, including information labeled as “Confidential Proprietary Information.” The Respondent also authorizes NTTA, at its sole option, to submit any information contained in the proposal, including information the Respondent has labeled as being proprietary, to the Office of the Attorney General for a determination as to whether any such information submitted by the Respondent may be excepted from public disclosure under the Act, either by its provisions alone or in conjunction with other law. For the purpose of asking the Office of the Attorney General to determine whether an exception to disclosure exists for information the Respondent deems to be proprietary, NTTA will submit to the Attorney General only that information the Respondent has specifically labeled “Confidential Proprietary Information.”

B. AWARD NON-EXCLUSIVE

NTTA may award one or more contracts to each Proposer. There will be no minimum amount of services awarded any Proposer under this RFP. The successful Proposers shall assume total responsibility for all deliverables awarded to them. Further, the NTTA will consider the successful Proposers to be the sole point of contact with regard to contractual matters, including payment of all charges resulting from the contract. No sub-contractor will be paid directly by NTTA. The successful Proposers will be solely responsible for the success of the portion of the entire project awarded to them under this RFP.

C. INVOICING

All invoices must agree with the purchase order in description and price and must include a Purchase Order Number and a Ship-to department name and address. If the invoice does not agree with the purchase order, credits or a correct invoice will be required in order for the Authority to process payment. Invoices that do not reference an authorized Purchase Order will be returned to the Vendor.

In order to ensure prompt payment, ALL ORIGINAL INVOICES MUST BE SENT TO:

North Texas Tollway Authority
Accounts Payable
Post Office Box 260729
5900 West Plano Parkway
Suite 100
Plano, TX 75093

D. THIRD-PARTY “REMIT-TO”

If a Proposer has a third-party “remit-to” company, that information must appear on the Proposer’s response. NTTA will send payment to the company designated on the Proposer’s. However, the Authority will not be responsible for resolving payment issues should the Proposer change payment processing companies after a payment has been mailed or without 45-day written notification to the Purchasing and Accounting divisions of NTTA.

E. TAX EXEMPT AUTHORITY

All payments to be made by the Authority to the Vendor pursuant to the Contract are inclusive of federal, state, or other taxes, if any, however designated, levied, or based. The Authority is a tax-exempt entity under Sections 151.309, et seq., of the Texas Tax Code. Title to any consumable items purchased by the Vendor in performing the Contract shall be deemed to have passed to the Authority at the time the Vendor takes possession or earlier, and such consumable items shall immediately be marked, labeled, or physically identified as the property of the Authority, to the extent practical.

F. STATEMENT OF CONFIDENTIALITY

Proposer agrees that any information accessed or gained in performance of those duties will be maintained in absolute confidence and will not be released, discussed, or made known to any party or parties for any reason whatsoever, except as required in the conduct of duties required, or where disclosure is required by law or mandated by a court of law. Proposers must submit the "Confidentiality and Non-disclosure Statement, Attachment A and return it with their proposals in a section labeled "REQUIRED NTTA FORMS".

G. LAWS AND REGULATIONS

All applicable State of Texas and federal laws, ordinances, licenses and regulations of a governmental body having jurisdiction shall apply to the award throughout as the case may be, and are incorporated here by reference. Any contract executed based on award of this RFP must stipulate that governing law will be the State of Texas.

H. INCURRING COSTS

All costs incurred in preparing the Proposal, or costs incurred in any other manner by the respondent in responding to this Request for Proposal, will be wholly the responsibility of the respondent. All materials, supporting materials, correspondence and documents submitted in response to this Request for Proposal will become the property of NTTA and will not be returned.

I. NEGOTIATIONS

NTTA reserves the right to negotiate the terms and conditions of the contract with any of the evaluated Proposers. Should the successful Proposer and NTTA fail to come to an agreement, the Authority may at its sole discretion award services to any of the remaining Proposers. The Proposer to whom the contract is awarded shall be required to enter into a written contract with NTTA in a form approved by legal counsel for the Authority. This RFP and the proposal, or any part thereof, shall be incorporated into and made a part of the final contract.

J. CLARIFICATION

Respondent may be requested to provide additional information and/or clarify contents of their proposal package. Other than information requested by the Authority, no proposer will be allowed to alter the proposal or add new information after the final filing date.

K. HOLD HARMLESS AGREEMENT

Proposer agrees to protect, defend, indemnify and hold harmless NTTA and its DIRECTORS, OFFICERS, AGENTS and employees from any and all costs, claims, and damages of every kind and nature made, including attorneys' fees, rendered or incurred by or in behalf of every person or corporation whatsoever, including the parties hereto and their employees that may arise, occur, or grow out of any acts, actions, work or other activity done by the Proposer, its employees, sub-contractors or any independent contractor working under the direction of either the Proposer or subcontractor in the performance of this contract.

L. CONFLICT OF INTEREST QUESTIONNAIRE AND CONFLICT OF INTEREST & DISCLOSURE AFFIDAVIT

A Conflict of Interest Questionnaire and Conflict of Interest and Disclosure Affidavit are attached as Attachment B, and incorporated herein for all purposes; both must be signed and returned with Respondent's completed proposal, additionally the affidavit must be notarized. These completed forms must be included in the section labeled "REQUIRED NTTA FORMS".

M. EQUAL OPPORTUNITY

Each Proposer submitting a proposal agrees not to refuse to hire, discharge, promote, demote, or to otherwise discriminate in matters of compensation against any person otherwise qualified solely because of race, creed, sex, sexual orientation, gender identity, veteran status, national origin, ancestry or physical handicap.

N. BUSINESS DIVERSITY POLICY INFORMATION

The Business Diversity information for this proposal can be found in Attachment C.

O. DISCLAIMER OF LIABILITY

The Authority will NOT hold harmless or indemnify any successful Proposer for any liability whatsoever.

P. INSURANCE

Insurance requirements for this project can be found in Attachment F. If selected for this project the selected firm will be required to provide proof of all coverage and waivers described in Attachment F. Failure or inability to provide proof of these insurance requirements will render the proposers submittal for this project to be deemed non-responsive and the NTTA will reject the proposal in its entirety.

Q. LICENSES/CERTIFICATES

NTTA reserves the right to require documentation that each Proposer is an established business and is abiding by the Ordinances, Regulations, and Laws of their community and the State of Texas.

If you are required by any regulatory agency to maintain professional license or certification to provide any product and/or service solicited under this RFP, the Authority reserves the right to require you to provide documentation of your current license and/or certification before considering your proposal and/or before awarding a contract.

R. GENERAL

NTTA expressly reserves the right to reject any or all proposals, in whole or in part; or to re-propose; and to make the award on merit and/or features of design, quality, delivery, and service as determined to be in the best interest of the Authority.

S. GUARANTEE

Proposer certifies by proposing, that he is fully aware of the conditions of service and purpose for which services included in this RFP are to be purchased, and that his offering will meet the requirements of service and purpose to the satisfaction of the NTTA and its Agent.

T. SAMPLE CONTRACT

A sample contract has been provided in Attachment E included herein. If chosen for this project firms would be expected to sign a contract substantially similar to the sample provided in Attachment E, it is therefore recommended that all firms review the sample contract.

U. REVOLVING DOOR

The NTTA has adopted and Employee Ethics Policy that includes the following “revolving door” provision: “An employee after leaving NTTA employment shall not participate on behalf of any third party in a matter involving the NTTA in which the employee participated while employed at the NTTA. For purposes of this subsection, an employee participated in a matter if the employee made a decision or recommendation on the matter, approved, disapproved or gave advice on the matter, conducted an investigation related to the matter, or took similar action related to the matter.”

Absent express written approval from the NTTA, Contractor shall not direct or allow a former NTTA employee to do any work on behalf of the Contractor that might put the former employee in violation of this provision.

ATTACHMENT A

CONFIDENTIALITY AND NON-DISCLOSURE STATEMENT

Respondent agrees that it will not disclose to any unauthorized person, association, firm, corporation or other party any proprietary or confidential information relating to the Authority. The Confidential Information includes all information directly or indirectly furnished, obtained or acquired directly, indirectly or by inference in the course of providing services to the NTTA, or other information that the receiving Party should reasonably know is of a confidential nature. Confidential Information shall include, but not be limited to, security operations, equipment, measures, plans, policies, procedures or devices, intellectual property, ideas, inventions, processes, know-how, techniques, business methods, financial data and information, accounting and control procedures, information or data concerning the parties' products, services, policies, violation enforcement system, patrons, Toll-Tag customers, personnel and any other aspect of its operation and the like, whether such information is tangible or intangible, or transferred, maintained or obtained orally, visually, electronically or by any other means.

Respondent confirms that such information constitutes the exclusive property of the Authority. All confidential and proprietary information shall be held in strict confidence. Respondent shall protect the confidentiality of all related records, data and information, with the same degree of care given toward the protection of Respondent's confidential information. Respondent agrees to be responsible for the negligent or willful release or unauthorized use of the Confidential Information by its employees, agents, representatives, affiliates, subcontractors, contractors, or any other third party which shall gain access to Confidential Information via Respondent, its employees, agents, representatives, affiliates, subcontractors or contractors that results in any damages to the NTTA, including loss to persons, property and revenues.

Respondent agrees that this Non-disclosure and Confidentiality Agreement is important and material to the RFQ process and subsequent contract award, and disclosure of said confidential and proprietary information would significantly affect the successful conduct of the business of the Authority, as well as its reputation and goodwill. Any breach of the terms of this Agreement is a material breach, from which Respondent may be enjoined and for which the Respondent also shall pay to the NTTA all damages which arise from said breach. Respondent understands and acknowledges that its responsibilities under this Agreement shall continue in full force and effect after the award of the contract for an independent performance review services and after termination of Respondents contractual relationship with the Authority ends for any reason.

IN WITNESS THEREOF, executed this _____ day of _____, 201____.

RESPONDENT:

(Signature)

Name/Title: _____

Company Name: _____

ATTACHMENT B

CONFLICT OF INTEREST QUESTIONNAIRE		FORM CIQ
For vendor or other person doing business with local governmental entity		OFFICE USE ONLY
<p>This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session.</p> <p>This questionnaire is being filed in accordance with Chapter 176, Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.</p> <p>A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.</p>		Date Received
1	Name of person who has a business relationship with local governmental entity.	
2	<p><input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire.</p> <p>(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)</p>	
3	<p>Name of local government officer with whom filer has employment or business relationship.</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">Name of Officer</p> <p>This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.</p> <p>A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire?</p> <p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?</p> <p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?</p> <p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>D. Describe each employment or business relationship with the local government officer named in this section.</p>	
4	<p style="text-align: center;">_____</p> <p style="text-align: center;">Signature of person doing business with the governmental entity</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">Date</p>	

Adopted 06/29/2007

[] I have a business relationship with a board member, employee, consultant or agent of the Authority, one of its member counties or another toll agency which is as follows:

[] I have a familial relationship with a board member, employee, consultant or agent of the Authority, one of its member counties or another toll agency which is as follows:

[] I have other interest in the Authority which is as follows:

By signature of this Agreement, Contractor acknowledges to the Authority that Contractor has made full disclosure of any existing conflicts of interest and that Contractor will disclose any potential conflicts of interest, including personal financial or real property interests, direct or indirect, which develop after signature of the contract and prior to completion of the contract.

Signature

Name

Title

SWORN TO AND SUBSCRIBED BEFORE ME by the said _____
this

_____ day of _____, 20____, to certify which witness my hand and seal of
office.

Notary Public in and for

My Commission Expires: _____

Please Print Name of Notary _____

NTTA SUPPLEMENT TO CONFLICT OF INTEREST QUESTIONNAIRE

SECTION I: INSTRUCTIONS

Please complete and submit the NTTA Supplement to Conflict of Interest Questionnaire below. This requirement also applies to any proposed sub consultant(s). Failure to comply with this requirement may cause your proposal to be declared nonresponsive.

In order to answer the questions contained in this form, please review NTTA's Conflict of Interest provisions, the list of the NTTA's Board of Directors and member counties. Any questions regarding the information required to be disclosed in this form should be directed to Kimberly Tolbert, Assistant Executive Director of Administration.

Name of Firm: _____

Name of Preparer: _____

Date: _____

SECTION II: QUESTIONS

1. During the last twenty-four (24) months, has your firm provided a source of income to a director, officer or employee of the NTTA, one of its member counties or other toll agency, or have any director, officer or employee, of the NTTA held any financial interest in your firm (including real property)?

YES **NO**

If "yes," please list the names of the person(s) and the nature of the financial interest:

Name:

Nature of Financial Interest:

2. Have you or any members of your firm served as a director, officer or employee of the NTTA within the last twelve (12) months?

YES NO

If “yes,” please list name, position, and dates of service:

Name:

Position:

Dates of Service:

3. Are you or any of the owners, partners or officers of your firm or any employee who you anticipate working on this contract related by blood or marriage/domestic partnership to a director, officer or employee of the NTTA?

YES NO

If “yes,” please list name and the nature of the relationship:

Name:

Relationship:

4. Does any director, officer or employee of the NTTA hold a position at your firm as a director, officer, partner, trustee, employee, or any position of management?

YES NO

If “yes,” please list name and the nature of the relationship:

Name:

Relationship:

SECTION III: VALIDATION STATEMENT

This Validation Statement must be completed and signed by at least one General Partner, Owner, Principal, or Officer authorized to legally commit the proposer.

DECLARATION

I, (printed full name) _____, hereby declare that I am the (position or title) _____ of (firm name) _____, and that I am duly authorized to execute this Validation Statement on behalf of this entity. I hereby state that this NTTA Conflict of Interest Form dated _____ is correct and current as submitted. I acknowledge that any false, deceptive, or fraudulent statements on this Validation Statement will result in rejection of my contract proposal.

Signature of Person Certifying for Proposer

Date

(Original signature required)

NOTICE

A material false statement, omission, or fraudulent inducement made in connection with this NTTA Conflict of Interest Form is sufficient cause for rejection of the contract proposal or revocation of a prior contract award.

ATTACHMENT C
BUSINESS DIVERSITY PROGRAM
NORTH TEXAS TOLLWAY AUTHORITY

“DISADVANTAGED, MINORITY, WOMEN-OWNED, AND SMALL BUSINESS ENTERPRISE PROGRAM”

Professional Services, Consulting and Goods/Services Contracts, and Special Provision for Construction and Maintenance related projects

1. General

The North Texas Tollway Authority (the Authority) is committed to providing contracting opportunities for disadvantaged, minority, women-owned, and small business enterprises (D/M/WBE). In this regard, the Authority maintains DBE, M/WBE, and SBE programs in order to facilitate contracting opportunities for these businesses.

The programs are implemented in accordance with the NTTA’s Disadvantage, Minority, Women-Owned and Small Business Enterprises Policy (Diversity Policy), originally adopted by the NTTA Board of Directors under Resolution No. 10-19 on January 20, 2010, and any revisions thereafter.

The following document outlines:

- Criteria regarding commercially useful function
- Factors to determine good faith efforts
- Contractor responsibilities
- Monthly reporting and compliance requirements
- Noncompliance enforcement

The Business Diversity Department Contracting and Compliance Manual (CCM) outlines the procedures, provisions and compliance requirements to support and comply with the Authority’s Diversity Policy. The CCM is approved and incorporated into the contract by reference for all purposes by the Authority.

The CCM and the Diversity Policy may be obtained online at the NTTA website at <https://www.ntta.org/procurement/busdiv/bestpractices/Pages/default.aspx> or by contacting the Business Diversity Department at (214) 461-2007.

2. Commercially useful function criteria

A commercially useful function (CUF) is when the D/M/WBE is responsible for the performance, management and supervision of a distinct element of work, in accordance with normal industry practice. The criteria utilized to determine a commercially useful function is set forth in the CCM (page 18).

3. Factors to determine good faith efforts

All prime contractors are required to demonstrate a good faith effort toward achieving a D/M/WBE goal. A good faith effort can be demonstrated by actions which, by their scope, intensity, and appropriateness to the objective, can reasonably be expected to, either individually or collectively, achieve the goal.

If a prime contractor does not meet the designated goal, it shall nevertheless be eligible for award of the contract if it can demonstrate to the NTTA that it has made a good faith effort to meet the goal. The factors that determine if a good faith effort has been met are set forth in the CCM (page 23).

4. Contractor's responsibilities

All responding firms, including D/M/WBE certified firms, must submit documentation regarding all subcontractor utilization and how they will meet or exceed the established goal using certified D/M/WBE firms for this project on the Commitment Agreement Form (Form 4906) provided.

Commitment Agreement Form (Form 4906), good faith effort documentation and supporting information must be submitted to the Business Diversity Department for all contracting opportunities in accordance to the CCM. Form 4906 must be submitted to the Authority with the proposal.

Information for construction and maintenance related projects

For all construction and maintenance related projects, Form 4906 must be submitted to the Authority no later than 5:00 pm on the 14th day after written notification of the conditional award of the contract.

Additional questions and/or clarification can be obtained by contacting the Director of Business Diversity at businessdiversity@ntta.org. Please copy the Procurement Services Department at bidpurchasing@ntta.org on all correspondence. Form 4906 must include a brief description of the type of work to be performed and the dollar value or percentage of utilization of work that will be assigned to the subcontractors including D/M/WBEs and must be signed by both the prime contractor and subcontractor.

All compliance forms may be obtained online at the NTTA website at <https://www.ntta.org/procurement/busdiv/bestpractices/Pages/default.aspx>

5. Monthly reporting and compliance requirements

Prime contractors must submit monthly reports, no later than the 15th of each month, using the Monthly Subcontractor Progress Report (Form 4907) throughout the term of the contract, and submit the Subcontractor Final Report (Form 4908) upon completion of the Contract in accordance with the CCM.

Prime contractors are also required to electronically submit their respective Form 4907 information into the business diversity contract compliance tracking system by the 15th of each month. Prime contractors will have a designated User ID & password to login to the contract compliance tracking system via the following link: <https://pro.prismcompliance.com>

6. Noncompliance enforcement

All participants of the D/M/WBE business process must comply with the requirements set forth in the Diversity Policy and are subject to noncompliance enforcement as set forth in the Non Compliance Enforcement section of the CCM.

**NORTH TEXAS TOLLWAY AUTHORITY
“D/M/WBE GOAL”**

Contract No: RFP 03459-NTT-00-CS-IT

Project: OLCSC Mobile App

The following goal is established for DBE, MBE, and WBE subcontractor participation:

DBE _____% of total contract amount

M/WBE _____% of total contract amount

Total D/M/WBE Goal _____ **5** _____% of total contract amount

Pursuant to the Authority’s Disadvantaged, Minority, Women-Owned and Small Business Enterprises Policy, and as outlined in the “Business Diversity Department Contractors Compliance Handbook”, SBE utilization will continue to be tracked, reported, and monitored in its procurements. However, SBE participation will be counted independent of D/M/WBE participation goal and tracked separately. Women-owned minority firms certified as WBEs will count towards NTTA’s MBE participation. Minority firms certified as DBEs will count towards NTTA’s DBE participation.

DBE = Disadvantaged Business Enterprise
MBE = Minority Business Enterprise
WBE = Women-Owned Business Enterprise
SBE = Small Business Enterprise

Information related to Business Diversity scoring

Weighting Business Diversity Criteria

1. Business Diversity plan to meet/exceed the goal = 6 points

The listing of D/M/WBE firms to be utilized to meet or exceed the project/procurement.

Distribution of meaningful work and significant project roles of committed D/M/WBEs to meet or exceed goals and how the plan supports the work. The D/M/WBE participant(s) has the opportunity to be exposed to experiences that allow for professional growth and the development of marketable skills. (Examples of meaningful work and significant project roles include participation as team lead or project manager.)

Participation in a teaming or partnership arrangement with a D/M/WBE for this proposal. (This includes any bona fide legally recognized form in which the D/M/WBE partner has a bona fide interest in the profits and losses.)

2. Historical subcontractor utilization on previous/similar projects = 2 points

Composition of the firm's subcontracting team make-up on similar projects. Demonstration that the D/M/WBE participation has been a part of the normal business practice and was not developed for this particular procurement/contract.

Subcontracting level of D/M/WBE firms in meaningful and significant roles. (Examples of meaningful work and significant project roles include participation as team lead or project manager.)

3. Participation in a teaming arrangement with a certified D/M/WBE firm in the last two years = 2 points

Demonstrate the utilization of D/M/WBE firms in a teaming or partnership arrangement. (This includes any bona fide legally recognized form in which the D/M/WBE partner has a bona fide interest in the profits and losses.) The utilization of D/M/WBE firms has been a part of the normal business practice.

The failure of a proposal to meet one or more of the diversity criteria may affect the score given to the proposal to the extent of the points set forth above, but will not disqualify the proposing firm from being considered for award of the contract.

NORTH TEXAS TOLLWAY AUTHORITY
SPECIAL PROVISION
IMPORTANT NOTICE TO CONTRACTORS
“NTTA BUSINESS DIVERSITY PRISM CONTRACT COMPLIANCE
TRACKING SOFTWARE”

1. Introduction

The NTTA PRISM contract compliance software (NTTA PRISM system) is the Authority's web-based computer system that tracks the monthly subcontractor payment reporting for NTTA contracts.

As outlined in the NTTA Business Diversity Department Contracting and Compliance Manual (CCM), if a contract includes a D/M/WBE subcontracting commitment, the prime contractor shall submit a Monthly Subcontractor Progress Report (Form 4907) to the Business Diversity Department (BDD). Form 4907 reflects actual payments made for the specific month indicated. Information provided on Form 4907 is utilized to monitor and track the percentage of work performed by all subcontractors and to confirm whether the contract-specific goal established is fulfilled.

When fully implemented, the NTTA PRISM system is intended to replace the current manual subcontractor payment reporting with a more efficient online reporting process.

2. Contractor's Obligations

The Contractor shall utilize the NTTA PRISM system for monthly subcontractor payment reporting and other reporting compliance as outlined in the CCM. Contractors will have a designated User ID and password to login to the NTTA PRISM system and may access the NTTA PRISM system over the internet 24 hours a day, seven days a week via the following link: <https://pro.prismcompliance.com>

The NTTA PRISM system is an official record of communications between the Contractor and the NTTA Business Diversity Department. Information provided in the NTTA PRISM system is utilized to monitor and track the percentage of work performed by all subcontractors and to confirm whether the contract-specific goal established is fulfilled.

The Contractor shall understand the procedures listed in the Pre-Award and Post-Award Compliance sections of the CCM which can be found at the NTTA website at <https://www.ntta.org/procurement/busdiv/bestpractices/Pages/default.aspx>.

Within 14 days after the Contract is awarded, the Contractor shall submit a list containing the name, company, role/title, telephone number, and e-mail address of individuals who will attend the training sessions for the use of the NTTA PRISM system. Training will be provided by the Authority at no cost. All the NTTA PRISM system users shall complete the training prior to receiving access to the NTTA PRISM system; no exceptions will be granted. The Contractor shall agree to comply with all terms and conditions associated with its use of the NTTA PRISM system. At any time during the contract, the Contractor may request for additional NTTA PRISM system training as a refresher course for existing NTTA PRISM system users or to add new individuals who will require use of the NTTA PRISM system.

3. Equipment

The Contractor shall obtain the necessary computer equipment, at its own expense, to access the NTTA PRISM system. Please refer to the General Notes in the plan set regarding the list of computer equipment and software required for this project to meet the requirements set forth in the in the Special Provision 0.19, "Importance Notice to Contractors – NTTA Enterprise Project Delivery System", if applicable. This same list of computer equipment and software required will suffice for the NTTA PRISM system.

The Contractor will be able to access the NTTA PRISM system via the internet from any location 24 hours a day using their designated user id and password via the following link: <https://pro.prismcompliance.com>. In the event that the NTTA PRISM system becomes inoperable or unavailable to the Contractor, the Contractor shall contact the Business Diversity Department to have the software repaired and for directions of processing required documentation until the NTTA PRISM system is operational. Once the NTTA PRISM system is in operation again, the Contractor shall upload the required documentation through the NTTA PRISM system.

4. Documentation

The Contractor shall understand the procedures listed in the Pre-Award and Post-Award Compliance sections of the CCM and submit all required documentation.

5. Noncompliance

The Contractor shall understand and be required to comply with the procedures listed in the Pre-Award and Post-Award Compliance sections of the CCM which can be found at the NTTA at <https://www.ntta.org/procurement/busdiv/bestpractices/Pages/default.aspx>.

6. Measurement and Payment

The work performed, materials furnished, equipment, labor, tools, and incidentals required for compliance with this special provision will not be measured or paid for directly, but will be subsidiary to the various bid Items.

ATTACHMENT C

BUSINESS DIVERSITY REPORTING FORMS

FORM 4906

FORM 4907

FORM 4908



**NORTH TEXAS TOLLWAY AUTHORITY
MONTHLY SUBCONTRACTOR PROGRESS REPORT**

Contract No.:	number	County:	Name
SA/WA/ETC#:	number	Reporting Period (M/D/Yr to M/D/Yr)	date to date
Contractor:	Name	Original Contract Amount:	\$ -
D/M/WBE Goal:	0.00%	Current Contract Amount:	\$ -
D/M/WBE Goal Attained to Date:	0.0%	D/M/WBE Goal Dollars:	\$ -
		Current Year to date D/M/WBE Dollars paid (Beginning January 1st - December 31st)	\$ -

Name of Subcontractor/Supplier	Type of Work/Service performed	Amount Paid This Period to Subcontractor	Amount Paid To Date to Subcontractor
D/M/WBE Certified Firms:			
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
D/M/WBE Firm Totals:		\$ -	\$ -
SBE Firms:			
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
SBE Firm Totals:		\$ -	\$ -
Non-Minority Firms:			
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
Non-Minority Firm Totals:		\$ -	\$ -

Include payments to all certified DBEs, WBEs, MBEs, SBE's and all Non-Minority firms during the period noted above.

If using a non-minority hauling firm that leases from D/M/WBE truck owner-operators, payments made to each owner-operator must be reported.

Any changes to the original commitments previously approved by the department must be reported to the NTTA's stakeholder and the Business Diversity Department.

For projects with assigned D/M/WBE Goals, submission of this report for periods of negative D/M/WBE activity is required. This report is required until all subcontracting or material supply activity is completed. ***This report must be submitted to the NTTA or Construction Manager each month with your monthly invoices.***

I hereby certify that the above is a true and correct statement of the amounts paid to all the firms listed above.

Signature: _____
Authorized Company Official
Date

The NTTA maintains the information collected through this form. With few exceptions, upon request you may be informed of the information that is collected about you. Under Sections 552.021 and 552.023 of the Texas Government Code, you are permitted to receive and review the information. Under Section 559.004 of the Texas Government Code, you are also permitted to have the NTTA correct information about you that it is incorrect.



**NORTH TEXAS TOLLWAY AUTHORITY
SUBCONTRACTOR FINAL REPORT**

Contract No.:	number	Original Contract Amount:	\$ -
SA/WA/ETC#:	number	Final Contract Amount:	\$ -
Contractor:	Name	D/M/WBE Goal Amount:	\$ -
D/M/WBE Goal:	0.00%	Goal Amount Attained to Date:	\$ -

Name of Subcontractor/Supplier	SBE, DBE, MBE, WBE, Non-Minority	Final Amount Paid To Subcontractor to Date
D/M/WBE Certified Firms:		
		\$ -
		\$ -
		\$ -
		\$ -
		\$ -
		\$ -
		\$ -
		\$ -
	Total:	\$ -
SBE Firms:		
		\$ -
		\$ -
		\$ -
		\$ -
	Total:	\$ -
Non-Minority Firms:		
		\$ -
		\$ -
		\$ -
		\$ -
		\$ -
	Total:	\$ -

* Include payments to all **NON-MINORITY** and certified DBEs, WBEs, MBEs and SBEs.
 This is to certify that **0.0%** of the work was completed by D/M/WBE firms, as stated above.
 IF THE GOAL WAS NOT ATTAINED, THEN ATTACH DOCUMENTATION THAT EXPLAINS THE REASONING.

Signature of General Contractor: _____ Date: _____

AFFIX NOTARY STAMP/SEAL ABOVE

Sworn to and subscribed before me, by the said _____, this the _____ day of _____, 20____, to certify which, witness my hand and seal of office.

Signature of Notary Public: _____ Printed Name of Notary Public: _____

The NTTA maintains the information collected through this form. With few exceptions, upon request you may be informed of the information that is collected about you. Under Sections 552.021 and 552.023 of the Texas Government Code, you are permitted to receive and review the information. Under Section 559.004 of the Texas Government Code, you are also permitted to have the NTTA correct information about you that it is incorrect.

Attachment D

SCOPE OF SERVICES

**RFP 03459-NTT-00-CS-IT
Vision and Scope Document
For
NTTA OLCSC Mobile App**

Business Requirements

(1) Background

The NTTA was created on Sept. 1, 1997, to finance, construct and oversee turnpike projects in North Texas. In 2010 NTTA opened its 1 millionth TollTag account and later that year completed its switch to a cashless toll system. The customers of NTTA can manage their TollTag accounts as well pay invoices through an online customer service center (OLCSC) website.

This software solution will streamline this account management feature and provide our customers with more mobility and easy access from popular handheld devices running android or IOS operating systems. It will also send out text alerts about customer accounts.

(2) Business Opportunity

This software will be used by the NTTA customers to manage their TollTag accounts and pay zip-cash invoices directly from their smart phones and other popular handheld devices running android or IOS operating systems. The NTTA will procure App solutions for both an android and IOS operating system, but the intent is to award to one vendor that will create apps for both.

(3) Business Objective and Success Criteria

Currently, 50% of all internet searches occur through a mobile device. This app will make sure that we are capturing an increasingly mobile population. This in turn will increase the public awareness about the TollTag program and result in increased market share for NTTA. The idea is to provide the customers with easy access wirelessly from where ever they are and reducing the time it takes for them to make a payment, update vehicle info etc.

Success Criteria

- The mobile app must be entertaining enough to catch the user's attention.
- The app must have a utility factor making sure the user will continue to use it long after the entertainment value has worn off.
- The app must create an interface that is seamless with content, features, and the device itself.
- The app must be secure and satisfy PADSS and PCI DSS requirements.

(4) Customer or Market Needs

The app must be easy to use. It should not be memory or bandwidth intensive. The updates to the accounts must be in real-time with very little lag.

(5) Business Risks

- The app might need to be updated or changed constantly due to platform fragmentation.
- The app might be unusable on newly released devices due to device fragmentation.

The successful vendor should provide information on how the solution proposed will mitigate these business risks.

Vision of the Solution

Vision Statement

The NTTA Mobile Toll App will make the process of managing and updating customer accounts, as well as paying invoices faster and more accessible to the users.

Major Features-Your proposal should address each of these features and provide information that validates your app can provide the following:

- Ability to access TollTag account after authentication.
- Ability to recover forgotten user id and/or password.
- Ability to display Account Number, Account Balance, Account Type and DL Number.
- Ability to view and update Personal Info, Payment Info, and Vehicle TollTag info.
- Ability to make payments.
- Ability to place orders for Tags and Velcro.
- Ability to check order statuses.
- Ability to display last 10 parking and Toll transactions.
- Ability to display account transaction history and monthly statements.
- Ability to email or print the transaction history and monthly statements in PDF format.
- Ability to edit user preference for parking and Toll authority participation, and setup account alerts for both email and text.
- Ability to contact the CSC through an email form or phone.
- The App color scheme shall be similar to the NTTA.ORG website
- The App shall make use of the device buttons (menu, etc.) and features as much as possible.

Security Compliance Requirement

- The App shall meet the requirements of the Payment Card Industry (PCI) Data Security Standard (DSS) if it is specifically custom developed for NTTA. This is a mandatory requirement and the NTTA may not consider proposals that do not meet compliance.
- The App shall meet the requirements of the Payment Application Data Security Standard (PA-DSS) if it's a commercial off-the-shelf product. This is a mandatory requirement and the NTTA may not consider proposals that do not meet compliance.
- **The proposal must provide a reasonable level of detail for the following:**
 - o Satisfying PADSS and PCI DSS requirements and validation.
 - o Security of authentication/authorization.
 - o Hardening of the mobile application.
 - o Protection of sensitive data during processing, storage and transmission (end-to-end security).
 - o Clearly document which requirements are met as stated per applicable PA-DSS & PCI-DSS.

- o Demonstrate to NTTA and the QSA that mobile application meets security and compliance requirements.
- o How the effectiveness and accuracy of the controls used is verified.
- o How will the vendor ensure security and PCI compliance after updates/bug fixes?
- o Facilitate forensic examinations of the application to ensure that none of sensitive data is written to disk, or if it is on a temporary basis (say in a store & forward scenario) that it is encrypted while used and securely erased when finished.
- o Application should not be installed or establish connectivity from a “jailbroken” mobile device.
- o Ensure that there is zero sensitive authentication data written to logs.
- o Ensure uniform protection (regardless of the link type) through SSL tunnel to wrap all of the traffic to and from the payment application.
- o Mobile application must not establish connectivity using un-trusted SSL certificates.
- o Methodology to ensure compliance and supporting documents to aid PCI audit.
- o Maintaining highest level of end-to-end security.
- o Mobile application, Secure remote updates, troubleshooting and maintenance.
- o Sensitive authentication data is never stored after authorization.
- o Vendor support to meet ongoing PCIDSS and PADSS compliance requirements.
- o Adhering to all card brand security and compliance mandates.
- o Integration of advanced authentication methods (ex: risk based adaptive authentication, hardware signature, multi-factor authentication) if NTTA choose to do so.
- o Test application to address vulnerabilities.
- o Conduct mobile application code review, penetration testing and remediation of vulnerabilities.
- o Forensic analysis of mobile devices (IOS & Android).
- o Provide “gap” analysis between how the application subject to functions compared to PADSS & PCIDSS compliance requirements.
- o Protecting against OWASP top 10 vulnerabilities.

Assumptions and Dependencies

- The mobile app is dependent on the OLCSC web application because it can’t work without the data from the web application.
- The users must have an android (version 2.2 and above) or IOS (version 4.1 and above) operating system.

Scope and Limitations

Scope of Initial Release

For the initial release, the intent is to fully implement the features listed above and get the app published in both Google Play and Apple Store.

Please provide a timeline for development, release, and publishing in both Google Play and the Apple Store.

Scope of Subsequent Releases

Map with locations of Toll Plazas, ramp gantries. Traffic & road closure info, and a trip calculator will be available on later releases.

Limitations and Exclusions

The app will be compatible with android (version 2.2 and above) and IOS (version 4.1 and above) operating systems only.

Business Context

Stakeholder Profiles

Stakeholder	Major Value	Attitudes	Major Interests	Constraints
NTTA Executives	increased revenue	see product as avenue to increase in market share	richer feature set than competitors	cost of development
Customers/ Users	Accessibility	highly receptive, but expect high usability	ease of use	only for android and IOS devices

Project Priorities

Dimension	Driver (state objective)	Constraint (state limits)	Degree of Freedom (state allowable range)
Schedule	release 1.0 to be available by December 2012		
Features			100% of major features must be included in release 1.0
Quality			90% of user acceptance tests must pass for release 1.0
Staff		maximum team size 1 support analyst	
Cost			

Operating Environment

The app will be used on Android and IOS devices. The users will have continuous access to the system except during maintenance window for the OLCSC web application.

ATTACHMENT E

SAMPLE CONTRACT

**CONSULTING SERVICES AGREEMENT BETWEEN
THE NORTH TEXAS TOLLWAY AUTHORITY
AND**

[INSERT NAME OF CONSULTANT]

Contract No.: 03459-NTT-00-CS-IT

THIS CONSULTING SERVICES AGREEMENT (this "Agreement") is made and entered into as of _____, **2012**(the "Effective Date"), by and between the **North Texas Tollway Authority**, a regional tollway authority and a political subdivision of the State of Texas, whose address is 5900 West Plano Parkway, Suite 100, Plano, Texas 75093 (the "NTTA"), and _____, a **[INSERT NAME OF STATE AND WHETHER ENTITY IS A CORPORATION/LIMITED LIABILITY COMPANY/LIMITED PARTNERSHIP]**, whose address is _____ (the "Consultant").

WITNESSETH

WHEREAS, the NTTA is a regional tollway authority governed by Chapter 366 of the Texas Transportation Code (the "Regional Tollway Authority Act"), and authorized to enter into agreements necessary or incidental to its duties and powers; and

WHEREAS, the NTTA has determined that it is desirous of obtaining the necessary resources to develop and facilitate "**Insert title or scope here**"; and

WHEREAS, the NTTA's procurement policy provides that the NTTA may contract for consulting services if the Executive Director reasonably determines that the NTTA cannot adequately perform the services with its own personnel, and the Executive Director hereby makes such a determination; and

WHEREAS, the NTTA must base its selection of consultants on their demonstrated competence, knowledge and qualifications, and on the reasonableness of the proposed fee for the services; and

WHEREAS, the services to be provided by the Consultant under this Agreement are described in **the NTTA's Request for Qualifications for Contract 03459-NTT-00-CS-IT (the "RFQ")**, as well as **the Consultant's Response, which was prepared by the Consultant and submitted to the NTTA in response to the RFQ (the "Request for Qualifications")**; and

WHEREAS, the Consultant's personnel are highly trained, qualified, and experienced in performing the Scope of Services (as defined below) desired by the NTTA, the Consultant has the demonstrated competence, knowledge, and requisite qualifications to provide the desired services, and has agreed to do so for a reasonable fee as set forth below and upon the terms and conditions provided in this Agreement.

NOW, THEREFORE, in consideration of payments hereinafter stipulated, the receipt and sufficiency of which are hereby acknowledged, the parties do hereby agree as follows:

1) DUTIES OF CONSULTANT

- a) The Consultant covenants and agrees to provide those services detailed in the Scope of Services, attached hereto as **Exhibit A** and incorporated herein for all purposes (all such services being collectively referred to hereinafter as, the "Services").
- b) The Consultant covenants and agrees that the Services shall be of the highest quality, complete in all respects, comply fully with the terms of this Agreement, and be subject to the approval of the NTTA.

2) TIME OF PERFORMANCE; SUSPENSION OF WORK

- a) The Consultant agrees to begin the performance of the Services designated herein no later than ten (10) business days after the Effective Date.
- b) Notwithstanding the foregoing, the NTTA may elect to suspend the work of the Consultant hereunder, but not terminate this Agreement, by providing the Consultant with thirty (30) days' prior written notice to that effect. Thereafter, the work may be reinstated and resumed in full force and effect upon receipt from the

NTTA of thirty (30) days' prior written notice requesting same. The Consultant shall not be entitled to any damages or other compensation of any form in the event that the NTTA exercises its right to suspend the work; provided, however, that the completion period shall be extended for a period of time determined by the NTTA at its discretion to allow for said suspension of work.

- c) The Consultant agrees that no claims for damages or for other compensation shall be made by the Consultant for any delays or hindrances occurring during the progress of any portion of the Services. Such delays or hindrances, if any, shall be provided for by an extension of time for such reasonable periods as the NTTA may decide.

3) **COMPENSATION**

- a) The Consultant agrees to accept the consideration described on [Exhibit B](#), attached hereto and made a part of this Agreement, as full and sufficient compensation for the satisfactory performance of the Services and its other obligations under this Agreement. Payments by the NTTA shall be inclusive of all federal, state, and local taxes, and shall constitute full payment for the Services and all resources required to deliver the Services, including materials, training, equipment used, travel, overhead, and expenses.
- b) If the NTTA shall materially change the contractual scope of the Services or materially revise features of the Services from those shown and described on [Exhibit A](#), then the fees to be paid to the Consultant shall be subject to adjustment upward or downward as specified by mutual written agreement signed by the NTTA and the Consultant prior to such change.
- c) If after paying for the Services or any other products or deliverables, the NTTA determines that the Services, products or deliverables do not satisfy the requirements of this Agreement, the NTTA may reject them and the Consultant shall return the compensation received therefore. No payment by the NTTA shall relieve the Consultant of its obligation to deliver timely the Services required under this Agreement. In addition to all other available rights and remedies, the NTTA may set off amounts owed by the Consultant under this Agreement, against amounts owed by the NTTA to the Consultant.
- d) Consultant shall provide fully documented and accurate itemized statements of invoices with appropriate and applicable attachments, statistical and programmatic documentation reports as required. Each statement shall, at a minimum, include a description of the services, the day(s) and the time during the day(s) that the Consultant performed the services, and the total amount billed for the services rendered. The NTTA shall review and approve each statement in a

timely manner and compensate Consultant within thirty (30) business days of the statement's receipt. All travel expenses shall comply with and be submitted in conformance with the NTTA's Travel Authorization and Expense Reimbursement Procedure. The NTTA shall have the right to withhold all or part of any payments to the Consultant to offset any payment or reimbursement made to Consultant for ineligible expenditures, use or sales taxes assessed for which the NTTA is exempt, undocumented units of service billed, and any profit made by the Consultant not provided for herein on the Services performed hereunder.

4) INSURANCE

- a) Prior to beginning its performance of the Services, the Consultant shall, at the Consultant's own expense, obtain insurance coverage in the amounts specified in Exhibit C, attached hereto and incorporated into this Agreement for all purposes as if fully set forth herein. The Consultant hereby agrees that it shall maintain any and all required insurance in full force and effect during the term of this Agreement or for a longer term as may be otherwise provided for hereunder.

- b) The Consultant hereby agrees that all policies will be written through companies licensed or approved to transact that class of insurance in the State of Texas, rated with respect to the companies providing the insurance by A.M. Best Co. as "A minus X" or better.

- c) Upon the execution of this Agreement by the Consultant, the Consultant shall furnish certificates of insurance, on the Agency Company Organization Research & Development Form 25 (i.e., ACORD Form 25), acceptable to the NTTA evidencing compliance with the requirements of this Section 4. The certificates shall indicate the name of insured, the name of insurance company, the name of the agency/agent, the policy number, the term of coverage, and the limits of coverage. Additionally, all insurance furnished for Commercial General Liability and Business Automobile shall name the NTTA as an additional insured. On all policies and certificates, the insurer shall certify that the aggregate amount shown on insurance limits is in full force and has not been diminished. The insurance carrier shall include in each of the insurance policies required under Exhibit C the following statement: "This policy shall not be canceled or materially changed during the period of coverage without at least thirty (30) days' prior written notice addressed to the North Texas Tollway NTTA, P.O. Box 260729, Plano, Texas 75026, Attention: Insurance and Claims Coordinator".

5) TERM; TERMINATION

- a) The term of this Agreement will start on the Effective Date and shall remain in effect for up to three years until **[INSERT MONTH, DAY, YEAR]**, this agreement may be extended at the sole discretion of the NTTA for two (2) additional one (1) year terms. This agreement or any subsequent extensions may be terminated by either party in accordance with the provisions of Section 5 of this Agreement (the "Term").

- b) In addition to any other remedy set forth in this Agreement or otherwise available at law or in equity, the NTTA may terminate this Agreement by written notice to the Consultant at any time, without prejudice to any other legal rights to which the NTTA may be entitled, upon the occurrence of any one or more of the following:
 - i) the NTTA's determination, in its sole judgment, that the Consultant's performance under this Agreement is unsatisfactory; or

 - ii) the Consultant's default in the performance of any of the provisions of this Agreement; or

 - iii) any representations or warranties made by the Consultant to the NTTA that prove to be untrue or inaccurate in any material respect; or

 - iv) the NTTA's determination, in its sole judgement, that termination is in the NTTA's best interest.

- c) If the NTTA, in its sole judgment, determines that the Consultant's performance is unsatisfactory, the Consultant is in default of its obligations under this Agreement, or the Consultant made untrue or inaccurate representations or warranties in any material respect, then the NTTA may immediately terminate this Agreement and shall have a right to set off or otherwise recover any damages incurred by reason of the Consultant's breach hereof. The NTTA's rights and options to terminate this Agreement shall be in addition to, and not in lieu of, any and all rights, actions, options, and privileges otherwise available to the NTTA as a consequence of said default, whether arising under law or equity pursuant to this Agreement, or otherwise. During the pendency of a default by the Consultant hereunder, the NTTA may withhold payment of any sums that the Consultant claims are owed by the NTTA pending determination of the amount of any setoff or damages available to or suffered by the NTTA due to the Consultant's failure to satisfactorily perform under this Agreement.

- d) Termination of this Agreement for any reason shall not relieve either party from its obligation to perform up to the effective date of termination or to perform all obligations that survive termination. If before the termination of the Agreement, the NTTA makes payments hereunder attributable to periods after termination, the Consultant shall refund those payments promptly to the NTTA. If payments attributable to periods before the termination remain unpaid upon the termination of the Agreement, the NTTA (or if applicable, the Consultant) shall do so promptly after the termination of this Agreement. Subject to the provisions of this Subparagraph 5(c), the Consultant shall not be entitled to any compensation after the effective date of termination. Nothing in this paragraph shall limit the rights otherwise available to a party arising from the breach of the provisions hereof.

6) INSPECTION OF BOOKS AND RECORDS

The NTTA, its employees, agents or any duly authorized representative of the NTTA, shall have the right at all reasonable times to inspect and examine the books and records of the Consultant, in whatever form said records may be kept, at Consultant's office for all lawful purposes, including but not limited to the following:

- Examination;
- Audit;
- Investigation;
- Contract Administration;
- Checking the salary costs and other expenses described and/or contemplated in the Agreement; or
- Otherwise confirming compliance with the terms of the Agreement.

Books and records for the purposes of this section shall include any and all authorization logs, transaction records, books, documents, and papers that are directly pertinent to the performance of the services covered under this Agreement. The Consultant shall maintain such records, together with such supporting or underlying documents and materials, for the duration of this agreement and according to the NTTA's Records Retention Schedules after the completion of this agreement, including any and all renewals or extensions thereof. The records, together with the supporting or underlying documents and materials shall be made available, upon request, to the NTTA, through its employees, agents, representatives, contractors or other designees, during normal business hours. Consultant will provide such access in reasonable

comfort and will provide any furnishings, equipment, or other conveniences deemed reasonably necessary to fulfill the purposes described in this section.

7) NOTICES

All notices required to be given hereunder shall be in writing, and shall be sent by certified mail, return receipt requested, hand delivered or via reputable overnight air courier, addressed as follows:

If to the NTTA by hand delivery or air courier:

North Texas Tollway NTTA
Attn: Felix Alvarez
5900 W. Plano Parkway, Suite 100
Plano, Texas 75093

If to the NTTA by United States mail:

North Texas Tollway Authority
Attn: Felix Alvarez
P.O. Box 260729
Plano, Texas 75026:

If to the Consultant:

[INSERT VENDOR NAME]

Attn:

[INSERT VENDOR ADDRESS]
[INSERT VENDOR ADDRESS]

or to such other address as either party may provide to the other in accordance herewith. All written notices, demands, and other papers or documents served upon the NTTA or the Consultant in the aforesaid manner shall be deemed served or delivered for all purposes hereunder either (a) three (3) days following the U.S. Postal Service's postmarked date if mailed, registered or certified mail and return receipt requested, or (b) immediately upon actual delivery or refusal of delivery if transmitted by courier or overnight delivery service.

8) COMPLIANCE WITH LAWS

The Consultant and its employees and agents shall strictly comply with all laws, rules and regulations applicable to its performance of this Agreement. The Consultant warrants to the NTTA that it has obtained and shall maintain all required permits, licenses, registrations, and filings in connection with its performance of this Agreement.

9) WARRANTIES

- a) The Consultant represents, warrants and covenants to the NTTA that (a) it has the full right, power, capacity and legal authority to enter into and fully perform all obligations required of the Consultant under this Agreement in accordance with its terms, (b) the execution, delivery, and performance of this Agreement has been duly authorized by the Consultant and does not and will not violate or cause a breach of any other agreement or obligation to which it is a party or by which it is bound, and (c) no approval or other action by any third party is required in connection herewith.
- b) The Consultant warrants that the Services performed under this Agreement shall be performed consistent with the highest prevailing professional or industry standards. In order to receive warranty remedies, the NTTA agrees to report in writing any deficiencies in the Services to the Consultant within sixty (60) days of the NTTA's acceptance of all modules within the Services, as provided under this Agreement. As a result of the breach of warranty, the NTTA shall be entitled to the expeditious cure of any deficiencies in a manner least disruptive to the operation of the NTTA's business. If the Consultant is unable to perform the work necessary to cure the deficiencies, the NTTA shall be entitled to recover the fees paid to the Consultant and to recover any additional costs incurred by the NTTA specific to curing the deficiency in its performance of the Services. Nothing contained in this section, nor the NTTA's making of a warranty claim under this section, shall be deemed to constitute an election of remedies by the NTTA for a breach by the Consultant under this Agreement, nor shall this section or the making of a claim under this section limit or otherwise impair the NTTA's ability to pursue any and all remedies available under this Agreement or under applicable law for a breach by the Consultant under this Agreement.

10) COMPLIANCE WITH DIVERSITY POLICY

The NTTA is an Equal Opportunity Employer. In conducting business with or on behalf of the NTTA, the Consultant shall not discriminate against any person because of race, age, color, religion, sex, sexual orientation, gender identity, disability, ancestry, national origin, place of birth or veteran status. The Consultant further acknowledges the NTTA's commitment to facilitate and assure the participation of disadvantaged and small businesses in the NTTA's procurement process through its Disadvantaged, Minority, Women-Owned and Small Business Enterprises (Diversity) Policy ("Diversity Policy") and agrees that it will use its best good faith efforts to assist the NTTA in the NTTA's fulfillment of such commitment. It is the policy of the NTTA's Board of Directors that disadvantaged and small businesses have the maximum practicable opportunity to participate in the awarding of NTTA contracts and related subcontracts. To do so the NTTA has developed its

Diversity Policy, attached hereto as Exhibit D and incorporated into this Agreement for all purposes as if fully set forth herein. The NTTA requires that all Consultants, including certified D/M/WBE firms agree to submit a fully executed copy of the Commitment Agreement Form For All Subcontractors (Form 4906) to the NTTA, a copy of which is attached hereto also as part of Exhibit D, in relation to this Agreement. In connection with any subletting, assignment or transfer of its work or obligations hereunder, the Consultant shall serve in a role typically described as the prime contractor with respect to all Services provided pursuant to this Section and will be responsible for ensuring the delivery all of the Services of whatever kind provided pursuant to this Section. The Consultant will also submit a monthly report of the status of its D/M/W/SBE subconsultants. Reports will be submitted monthly with the Consultant's monthly invoices to the NTTA's Business Diversity Liaison and the applicable department director in the form designated by the Business Diversity Liaison.

11) MISCELLANEOUS

- a) **NTTA INDEMNIFIED. THE CONSULTANT SHALL INDEMNIFY AND HOLD HARMLESS THE NTTA AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, CONSULTANTS, AND REPRESENTATIVES (COLLECTIVELY, THE "INDEMNITEES") FROM ANY CLAIMS, COSTS, OR LIABILITIES OF ANY TYPE OR NATURE, AND BY OR TO ANY PERSONS WHOMSOEVER, TO THE EXTENT ARISING FROM THE CONSULTANT'S NEGLIGENCE OF THE WORK TO BE ACCOMPLISHED UNDER THIS AGREEMENT, OR THE CONSULTANT'S FAILURE TO PERFORM SUCH WORK WHETHER SUCH CLAIM OR LIABILITY IS BASED IN TORT OR STRICT LIABILITY OR CAUSED BY AN EMPLOYEE OR AGENT OF THE CONSULTANT AGAINST THE INDEMNITEES. IN SUCH EVENT, THE CONSULTANT ALSO SHALL INDEMNIFY AND HOLD HARMLESS THE INDEMNITEES FROM ANY AND ALL EXPENSES, INCLUDING REASONABLE ATTORNEYS' FEES, INCURRED BY THE NTTA IN LITIGATING OR OTHERWISE RESPONDING TO SAID CLAIM OR LIABILITIES. IN THE EVENT THAT ANY OF THE INDEMNITEES IS/ARE FOUND TO BE PARTIALLY AT FAULT, THE CONSULTANT SHALL, NEVERTHELESS, INDEMNIFY THE INDEMNITEES FROM AND AGAINST THE EXPENSES, CLAIMS, OR LIABILITIES RELATING TO THE PERCENTAGE OF FAULT ATTRIBUTABLE TO THE CONSULTANT, ITS EMPLOYEES, AGENTS, CONTRACTORS, CONSULTANTS OR REPRESENTATIVES OR TO THEIR CONDUCT. THE PROVISIONS OF THIS SECTION SHALL SURVIVE THE TERMINATION OF THIS AGREEMENT FOR ANY REASON, INCLUDING PURSUANT TO ANY TERMINATION RIGHT PROVIDED FOR OR ALLOWED HEREUNDER.**

- b) **CONFIDENTIALITY.** The Consultant acknowledges that any information that it or its employees, agents, or subcontractors obtain regarding the operation of the NTTA, its products, services, policies, personnel, and any other aspect of its operation is confidential, and shall not be revealed or disclosed to any person, company, or other entity without the express written consent of the NTTA. The Consultant hereby acknowledges and agrees that each of its employees, agents, or subcontractors performing work or services on behalf of the NTTA shall agree to be bound by the terms of this Agreement. The Consultant hereby agrees that each staff member assigned to work on the deliverables of this Agreement by the Consultant shall sign any confidentiality and/or computer access and security document/form required by the NTTA. The Consultant further agrees that any subcontractor staff utilized by the Consultant as a part of this implementation/engagement must also sign the same.
- c) **PERSONNEL, EQUIPMENT, AND MATERIAL.** Except as otherwise specified, the Consultant shall furnish and maintain, at its own expense, adequate and sufficient personnel, equipment, supplies, transportation, and material, in the sole opinion of the NTTA, to perform the Services when and as required, and without delay. All employees of the Consultant shall have such knowledge and experience as will enable them to perform the duties assigned to them. Any employee of the Consultant who, in the sole opinion of the NTTA, is incompetent or by his work or conduct becomes detrimental to the performance of the Services rendered hereunder, shall, upon the request of the NTTA, immediately be removed from association with work being performed for the NTTA under this Agreement.
- d) **ACTS AND LIMITATIONS OF NTTA.** Anything to be done under this Agreement by the NTTA may be done by such persons, corporations, or firms as the NTTA may designate, except as otherwise provided in this Agreement or by law. Notwithstanding anything herein to the contrary, all covenants and obligations of the NTTA under this Agreement shall be deemed to be valid covenants and obligations only to the extent authorized by the Regional Tollway NTTA Act and permitted by the laws and the Constitution of the State of Texas, and no officer, director, or employee of the NTTA shall have any personal obligations or liability hereunder.

e) **AUTHORITY OF CONSULTANT.** The Consultant represents and warrants that it is duly formed and qualified to do business under the laws of the State of Texas, and the individual or individuals executing this Agreement on its behalf are fully authorized to do so without the necessity of any additional action by its partners or any other party. The Consultant further represents and warrants that the execution, delivery, and performance by the Consultant of this Agreement shall neither conflict with any laws, statutes, regulations, or decisions affecting the Consultant nor breach any contractual covenants or restrictions between the Consultant and any other party.

The undersigned signatory or signatories for the Consultant hereby represent and warrant that each signatory is a fully authorized officer, partner, or representative, as applicable, of the Consultant and that said signatory has full and complete authority to execute this Agreement on behalf of the Consultant. The NTTA shall be relying upon the assurances provided in this section when entering into this Agreement.

f) **DELAYS AND DAMAGES.** The Consultant agrees that no claims for damages or for other compensation shall be made by the Consultant for any delays or hindrances occurring during the progress of any portion of the Services specified in this Agreement. Such delays or hindrances, if any, shall be provided for by an extension of time for such reasonable periods as the NTTA may determine.

g) **WAIVER.** The failure of either party to object to or to take affirmative action with respect to any conduct of the other party which is in violation of the terms hereof shall not be construed as a waiver thereof, nor of any subsequent breach or wrongful conduct. The rights and remedies set forth herein are intended to be cumulative, and the exercise of any right or remedy by either party shall not preclude or waive its exercise of any other rights or remedies hereunder or pursuant to law or equity.

h) **INDEPENDENT CONTRACTOR STATUS.** The Consultant shall be and act as an independent contractor under this Agreement. Under no circumstances shall this Agreement be construed as one of agency, partnership, joint venture or employment between the parties. Without limiting the foregoing, the purposes for which the Consultant and the NTTA have entered into this Agreement are separate and distinct, and there are no pecuniary interests, common purposes and/or equal rights of control among the parties hereto. The Consultant acknowledges and agrees that neither it nor any of its employees, sub-consultants, or subcontractors shall be considered an employee of the NTTA for any purpose. The Consultant shall have no authority to enter into any contract binding upon the NTTA, or to create any obligation on behalf of the NTTA, without express authorization from the Executive Director of the NTTA. Under no circumstances shall the Consultant or its employees, sub-consultants, or subcontractors, represent that it serves the NTTA in any capacity other than as an independent contractor. The Consultant is solely responsible for determining the hours and method of its employees' work, as well as providing all necessary training, instruction, and supervision to its employees so that the Consultant is able to satisfy its obligations under this Agreement. Notwithstanding the foregoing and unless otherwise coordinated with and authorized by the Director of Human Resources, the Consultant acknowledges and agrees that any work by the Consultant to be performed at the NTTA's offices or on the NTTA's premises shall be conducted during normal business hours for the NTTA, which are 8:00 a.m. to 5:00 p.m., Monday through Friday.

Nothing contained in this Agreement shall be deemed or construed to create any liability for the NTTA whatsoever with respect to the liabilities, obligations or acts of the Consultant, its employees, sub-consultants, or subcontractors, or any other person.

- i) **ASSIGNMENT; SUCCESSORS; AND BENEFICIARIES.** The Consultant has no right or authority to assign its rights and/or obligations or to delegate its duties under this Agreement without the NTTA's prior written approval, such approval may be granted or withheld at the NTTA's sole discretion. Any attempted assignment or delegation without such approval shall be void and constitute a material breach. This Agreement and all of the terms and provisions hereof will be binding upon, and will inure to the benefit of, the parties hereto, and their respective successors and approved assigns. In any event, the responsibility for subcontracted, assigned, or transferred work shall remain with the Consultant.

Nothing in this Agreement nor in any approval subsequently provided by either party hereto shall be construed as giving any benefits, rights, remedies, or claims to any other person, firm, corporation, or other entity, including, without limitation, the public in general or any member thereof, or to authorize anyone not a party to this Agreement to maintain a suit for personal injuries, property damage, or any other relief in law or equity in connection with this Agreement.

- j) **NO CONTINGENT FEES; ETC.** The Consultant warrants that it has neither employed nor retained any company or person, other than a bona fide employee working solely for the Consultant, to solicit or secure this Agreement, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the Consultant, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of this Agreement. In the event of a breach or violation of this warranty, the NTTA shall have the right to annul and terminate this Agreement without liability or, in its sole discretion, to deduct from the compensation, or otherwise recover, the full amount of such fee, commission, percentage, brokerage fee, gift, or contingent fee.
- k) **TEXAS FRANCHISE TAX CERTIFICATION.** The Consultant hereby certifies that it is not delinquent in its Texas Franchise Tax Payments or, alternatively, that it is exempt from, or not subject to, such tax. A false statement concerning the Consultant's franchise tax status shall constitute grounds for cancellation of this Agreement at the sole option of the NTTA.

- l) **SALES AND USE TAX.** The stated amounts of all payments to be made by the NTTA to the Consultant pursuant to this Agreement are inclusive of federal, state, or other taxes, if any, however designated, levied, or based; provided, however, that the NTTA acknowledges and represents that it is a tax-exempt entity under Sections 151.309, et seq., of the Texas Tax Code. A Tax Exemption Certification (“TEC”) from the NTTA will be provided Consultant to avoid sales and uses taxes on any purchases made on behalf of the NTTA under this Agreement. Consultant shall use the TEC solely for purchases made under this contract. Consultant shall not be reimbursed for taxes assessed any purchase to which the NTTA’s exemption applies. All copies of the TEC shall be destroyed by Consultant upon termination of this Agreement.
- m) **CONFERENCES.** At the request of the Authority, the consultant shall provide appropriate personnel for conferences at its offices, or attend meetings and conferences at the various offices of the Authority, project offices, offices of other consultants, and any other reasonably convenient location. Without limiting the foregoing, the consultant shall provide personnel for periodic meetings with underwriters, rating agencies, and other parties when requested by the Authority.
- n) **GOVERNING LAW; VENUE.** This Agreement shall be governed and construed in accordance with the laws of the State of Texas. The parties hereto acknowledge that venue is proper in Collin County, Texas, for all disputes arising hereunder and waive the right to sue or be sued elsewhere.
- o) **HEADINGS.** The paragraph headings set forth herein are for convenience only and do not constitute a substantive part of this Agreement.
- p) **COUNTERPARTS.** This Agreement may be executed in two or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instruments.
- q) **SEVERABILITY.** If any provision of this Agreement is deemed to be invalid or unenforceable by any court of competent jurisdiction, then the balance of this Agreement shall remain enforceable, and such invalid or unenforceable provision shall be enforced by such court to the maximum possible extent.

- r) **ENTIRE AGREEMENT; AMENDMENTS.** Upon execution this Agreement will supersede all prior discussions and agreements of the parties relating to the subject matter hereof. This Agreement constitutes the final, complete and exclusive understanding between the parties with respect to its subject matter and supersedes all prior or contemporaneous agreements, whether oral or written, in regard thereto. This Agreement cannot be amended or waived except by an agreement in writing signed by authorized representatives of both parties and specifically referring to this Agreement.
- s) **REVOLVING DOOR.**The NTTA has adopted and Employee Ethics Policy that includes the following “revolving door” provision: “An employee after leaving NTTA employment shall not participate on behalf of any third party in a matter involving the NTTA in which the employee participated while employed at the NTTA. For purposes of this subsection, an employee participated in a matter if the employee made a decision or recommendation on the matter, approved, disapproved or gave advice on the matter, conducted an investigation related to the matter, or took similar action related to the matter.”

Absent express written approval from the NTTA, Contractor shall not direct or allow a former NTTA employee to do any work on behalf of the Contractor that might put the former employee in violation of this provision.

12) **SCOPE OF SERVICES**

[Signature Page Follows]

IN WITNESS WHEREOF, the parties hereto have executed this Agreement to be effective as of the Effective Date.

NORTH TEXAS TOLLWAY AUTHORITY,
a regional tollway authority and a political
subdivision of the State of Texas

[INSERT VENDOR NAME]

[INSERT VENDOR ADDRESS]

[INSERT VENDOR ADDRESS]

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date of Execution:

Date of Execution:

_____/_____/20__

_____/_____/20__

ATTEST:

ATTEST:

By: _____

By: _____

_____, Secretary

_____, Secretary

[If Consultant’s governing documents do not require attestation of contracts, type: “Attestation not required” in attestation signature block.]

NORTH TEXAS TOLLWAY AUTHORITY
Special Provision Addressing
Insurance Requirements

Contract No.: 03459-NTT-00-CS-IT

Project: OLCSC Mobile Application

Laws to be Observed. The Consultant shall comply with all federal, state, and local laws, ordinances, and regulations applicable to the performance of the Services. **THE CONSULTANT SHALL INDEMNIFY AND HOLD HARMLESS THE AUTHORITY AND ITS REPRESENTATIVES AGAINST ANY CLAIM ARISING FROM VIOLATION BY THE CONSULTANT OF ANY LAW, ORDINANCE, OR REGULATION APPLICABLE TO THE SERVICES.** The Agreement is between the Authority and the Consultant only. Except with respect to claims arising from the Consultant's indemnity obligations owed to the Authority's directors, employees, and consultants, no person or entity may claim third-party beneficiary status under the Agreement or any of its provisions, nor may any non-party sue for personal injuries or property damage under the Agreement.

Insurance. The Consultant shall not commence performing the Services under the Agreement until it has furnished the Authority with satisfactory proof that the Consultant has obtained insurance of such character and in such amounts as set forth below. The Consultant shall submit complete policies or certificates evidencing the policy coverages and stipulations. The certificate submittals shall be provided on forms adopted by the Association for Cooperative Research and Development (ACORD).

The Consultant shall purchase and maintain in full force and effect, until completion of the Services and the expiration of all applicable Texas statutes of limitations, with respect to claims that could arise out of the Services or the Consultant's performance of the Services, such insurance as will cover the obligations and liabilities of the Consultant and its agents, employees, and subconsultants which may arise from the Services or the Consultant's performance of the Services under the Agreement. All such insurance shall be written with companies having an A.M. Best Financial Strength Rating of **A-** or better, and be in a Financial Size Category of **X** or greater. The Consultant hereby agrees that all policies shall be on ACORD Form. The Consultant acknowledges that except for Professional Liability, Claims Made Policy Forms are not acceptable. The Consultant hereby agrees that the Authority has the right to review the insurance providers, and that all companies must be acceptable to the Authority.

Each of the required policies (1), (2), and (3) listed below shall be endorsed to reflect a "Waiver of Subrogation" in favor of the Authority.

Until the expiration of all applicable Texas statutes of limitations, the Consultant shall secure and maintain, in the Consultant's own name, the following:

1. Workers' Compensation Insurance in compliance with the laws of the State of Texas and Employer's Liability Insurance with minimum limits of:

\$ 500,000 Each Accident
\$ 500,000 Disease Policy Limit
\$ 500,000 Disease Each Employee

2. Commercial General Liability Insurance covering the Consultant with minimum limits of:

2004 ISO, CGL or Equivalent Limits for Bodily Injury and/or Property Damage:

\$ 500,000 General Aggregate
\$ 500,000 Products and Completed Operations Aggregate
\$ 500,000 Personal and Advertising Injury
\$500,000 Each Occurrence
\$ 50,000 Fire Damage

3. Business Auto Liability Insurance with minimum limits of **\$500,000** Combined Single Limit for Bodily Injury and/or Property Damage, including Owned, Hired and Non-Ownership Liability Coverage. This policy shall not contain any limitation with respect to a radius of operation for any vehicle covered, and shall not exclude from the coverage of the policy any vehicle to be used in connection with performance of the Services.

4. Professional Liability Insurance in the amounts normally carried for its own protection in the practice of providing services, but in no event less than **\$1,000,000.00** per claim and aggregate.

5. The **Authority** shall be included as additional insured by endorsement to all policies required under the Agreement, other than Workers' Compensation and Professional Liability Insurance policies.

6. Insurance for Subconsultants.

(1) The Consultant shall secure and maintain, until the expiration of all applicable Texas statutes of limitations with respect to claims that could arise out of a subconsultant's performance of the Services, certificates of insurance from all subconsultants, evidencing the foregoing types and amounts of insurance coverages, with respect to the Services to be performed by the subconsultant.

(2) Insurance certificates of subconsultants and sub-subconsultants will be maintained by the Consultant for the duration of the Agreement.

Required Addendum. The insurance carrier shall include in each of the insurance policies required under the Agreement the following statement:

“This policy shall not be canceled or materially changed nor non-renewed during the period of coverage without at least thirty (30) days’ prior written notice to the North Texas Tollway Authority, 5900 West Plano Parkway, Suite 100, Plano, Texas 75093, Attention: Insurance Program Administrator”.

Payment of Deductibles. The Consultant shall be responsible for any deductible stated in any policy required under the Agreement.

Duration of Coverage. The Consultant shall carry the insurance specified above until all of the Services required to be performed under the terms of the Agreement are satisfactorily completed, as evidenced by the formal acceptance thereof and final payment of all amounts owed to the Consultant by the Authority, or provide, prior to the end of coverage, a new certificate of insurance. If, for any reason, the required insurance coverage is not kept in force, the Consultant shall stop all work until it provides acceptable documentation to the Authority. The Consultant shall notify the Authority, in writing, by certified mail or hand delivery of any material change in the insurance coverage of the Consultant or any subconsultant or sub-subconsultant within ten (10) days of such change.

Certification by the Insurer. On all policies, the insurer shall certify that the aggregate amount shown on insurance limits is in full force and has not been diminished.

No Special Payments. No special payments shall be made for any insurance that the Consultant may be required to carry, but all costs thereof shall be included in the price bid for the various items included in the proposal. Bidders shall determine all the kinds and costs of insurance that may be required before submitting their bids and shall submit acceptable evidence of same to the Authority.

No Waiver by the Authority. Neither the approval by the Authority of any insurance supplied by the Consultant nor the failure to disapprove that insurance shall relieve the Consultant from full responsibility for any liability as set forth herein

Waiver by the Consultant. The Consultant hereby waives any and every claim which arises or may arise in its favor against the Authority, the Engineer, the Construction Manager,

the Section Engineer, and the Consulting Engineers and their respective owners, directors, officers, employees, consultants, contractors, and agents pursuant to the Agreement which is covered, in whole or in part, by insurance provided or to be provided pursuant to the terms hereof. Such waiver shall be in addition to, and not limitation of, any other waiver or release contained in the Agreement. Inasmuch as such waiver shall preclude the assignment of any aforesaid claim by way of subrogation or otherwise to an insurance company (or any other person), the Consultant hereby agrees immediately to give to each insurance company which has issued policies of insurance pursuant hereto written notice of the terms of such waiver and to cause such insurance policies to be properly endorsed, if necessary, to prevent the invalidation of such insurance coverages by reason of such waiver.