



Meeting needs. Transforming lives.

**Request for Proposals for
Information Technology Support Service Provider
(RFP No. IT-11-2024)**

Epiphany Community Health Outreach Services (ECHOS) seeks a professional Information Technology Support (“IT”) Support Service provider proficient at comprehensive solutions to handle ECHOS's IT needs. Accordingly, ECHOS hereby solicits proposals from qualified consultants.

RFP TIMELINE

<p>Official Release Date: Monday, November 11, 2024 Full RFP posted at: https://echoshouston.org/vendor-opportunities/</p>
<p>Optional RFP Conference Monday, November 18, 2024 at 12 PM CST Registration required: https://us06web.zoom.us/meeting/register/tZ0scu-qpzwjGdOHe8GmESXC842LspbUjdKs</p>
<p>RFP Questions Due by Wednesday, November 20, 2024 at 12 PM CST Please submit questions in writing to jfernelius@echoshouston.org with the subject line “RFP No. IT-11-2024 Questions_Agency Name”</p>
<p>Answers to Written Question Posted Friday, November 22, 2024, by 5 PM CST</p>
<p>Proposals Due: Monday, November 25, 2024 by 12 PM CST</p>
<p>Anticipated Preliminary Award Announcements: Monday, December 16, 2024 Addenda and answers to questions will be posted at https://echoshouston.org/vendor-opportunities/</p>

Responses to this RFP should be emailed to
Cathy Moore
cmoore@echoshouston.org

The proposal cover sheet must be signed and dated by an authorized representative of the proposing firm.

Late proposals will NOT be accepted. Proposals must be received via email by the due date. If all or any portion of a response submitted is received late or is otherwise non-responsive due to equipment failure or operator error, the response or the applicable portion of the response will not be considered. In addition, ECHOS is not liable for equipment failure or operator error.

Epiphany Community Health Outreach Services (“ECHOS”) hereby requests proposals from qualified consultants (herein “Contractor”) to perform Information Technology Support (“IT”) Support Services for one year (**December 1, 2024 through November 30, 2025**) with the potential of being extended up to four additional years. Contracts may be renewed for subsequent periods by mutual written agreement not to exceed four (4) renewal years. In addition, contractors may be selected to serve under multiple, concurrent, and/or intersecting projects based on funding availability.

I. General

ECHOS is a 501(c)(3) nonprofit organization with the mission to “to serve people in need by providing access to the health and social service resources that can improve their lives.”

ECHOS is soliciting proposals from qualified contractors to perform Information Technology Support (“IT”) Support Service. **The deadline for receiving responses to this request is Monday, November 25, 2024 by 12 PM CST.** Late proposals will not be accepted. Respondents must submit proposals by email to Jennifer Fernelius at jfernelius@echoshouston.org.

Proposals must be composed as outlined in section **V. Content of Submission**. An optional RFP conference will be held virtually on **Monday, November 18, 2024** at 12 PM CST. Registration is required at <https://us06web.zoom.us/meeting/register/tZ0scu-qpwjGdOHe8GmESXC842LspbUjdKs>. ECHOS will not provide assistance to any respondent in the preparation of a proposal, but will, however, entertain questions submitted in writing through **Wednesday, November 20, 2024 at 12 PM CST**. Please direct questions to Jennifer Fernelius at jfernelius@echoshouston.org. Questions will not be accepted thereafter.

II. Background Information

A. Organizational Background Information

Founded in 2001, ECHOS is a 501(c)3 nonprofit organization. Epiphany Community Health Outreach Services (ECHOS) was officially formed in 2001 in response to the health and social service needs of the rapidly increasing population of newly arrived immigrants and refugees being resettled in the community. The original purpose was and continues to be to help families meet their basic needs on their path to self-sufficiency and financial stability while addressing the non-medical drivers of health. **Meeting Needs. Transforming Lives.**

Mission: Epiphany Community Health Outreach Services' (ECHOS) mission is to serve people in need by providing access to the health and social service resources that can improve their lives.

Vision: Our vision is a community where all people can have access to resources needed to build healthy, self-sufficient, and financially stable lives.

Funding Sources - In the past two years, ECHOS’s primary funding sources include, but are not limited to:

- Alliance of Community Assistance Ministries
- Harris County
- Episcopal Health Foundation

- Vivian Smith Foundation
- Brown Foundation
- St. John the Divine Episcopal Church
- United Way of Greater Houston

Current Programs & Activities - ECHOS's primary programs/activities and roles are:

- **Benefits Application Assistance:** ECHOS
- **Housing Stability Programs:**
- **Food Security Programs:** ECHOS staff reach out to underserved parts of Greater Houston to raise the profile of the ECHOS Network as service hubs in the community and promote the issues affecting people served by the Network. The Community Outreach and Education activities aim to mobilize support for initiatives and funding that create pathways out of poverty for the clients of ECHOS's Network.
- **Collaborations with Medical providers:** To provide well-child and sick child visits, vaccinations, and other medical services with our partner organizations.
- **Organization Data** - ECHOS's current budget is approximately \$1.5 million. A fifteen-member Board of Directors charged with setting overall organizational policy governs ECHOS. ECHOS's ECHOS Executive Director reports directly to the Board. ECHOS currently has 12 full-time positions. Together they are responsible for daily programmatic, fundraising, and administrative operations

B. Information Technology Organizational Set Up

1. Computers and Laptops

ECHOS staff use laptops and desktops with 31 users in total. These devices use Microsoft Operating Windows 11.

All users have access to Microsoft Office 365 which includes Exchange Email, Teams, SharePoint, and OneDrive are cloud-based applications that work together to provide a suite of resources for ECHOS. Each application has a primary user, but they can all be used to share files in the Microsoft Cloud through SharePoint.

2. Storage: Cloud storage has many advantages, including:

Accessibility - Users can access their data from any device or location with an internet connection securely.

Security - Cloud service providers encrypt data and store it in multiple locations to keep it safe. They also regularly back up data in case of a breach or virus attack.

Disaster recovery - Cloud storage provides a secure and redundant data storage system, so data is automatically stored in multiple locations.

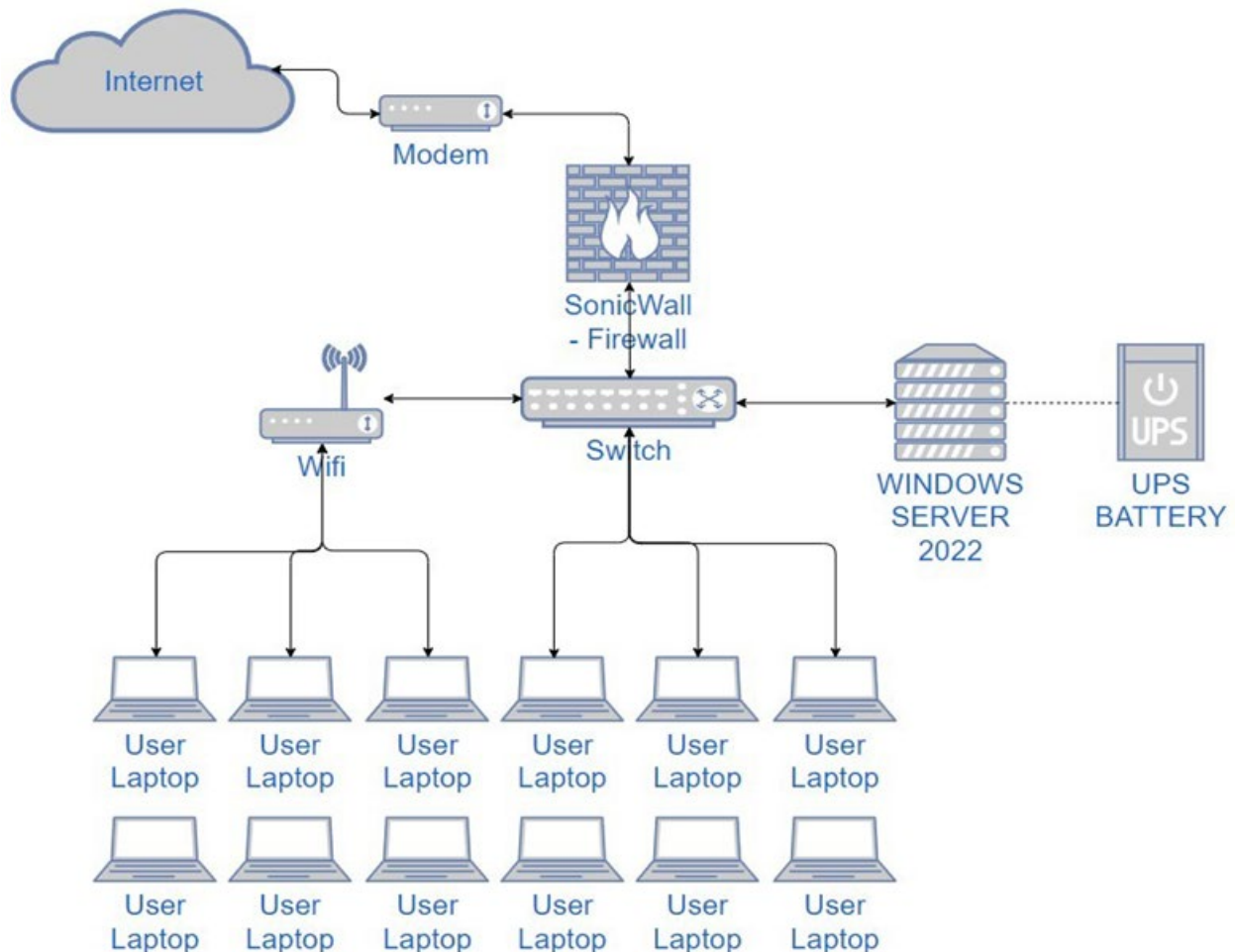
Collaboration - Employees can access and work on the same files simultaneously, which can increase productivity and reduce errors.

The data stored in SharePoint is backed up daily to the cloud and to the internal server at ECHOS's office. It is backed up to the cloud daily.

3. Security: The SonicWall firewall protects internal users and systems from being hacked from outside. The security system monitors and controls network traffic to prevent unauthorized access to a computer network or device and monitors traffic to or from ECHOS's network. The system allows or blocks traffic based on a defined

set of security rules. SonicWall firewall is a cybersecurity product that protects networks from threats by identifying and controlling applications, preventing data leakage, and scanning for threats. The Workstations are protected from Viruses, Malware and Ransomware by the Kaseya suite of products. The Kaseya suite of products also backup the workstations and manage the updates for the Windows products to make sure they are always up to date and have less of a chance of being exploited. All ECHOS computers have security software, a program designed to detect and remove viruses and other kinds of malicious software from your computer or laptop. Malicious software - known as malware - is code that can harm computers and laptops, and the data on them, this protection runs 24/7. **Datto EDR** (Endpoint Detection and Response) is a cloud-based tool that helps detect and respond to advanced threats and **Datto AV** is a next-generation antivirus (NGAV) software that protects ECHOS from cyber threats. It uses AI, machine learning, and threat intelligence to identify and block threats.

4. **Backup:** ECHOS utilizes backup to the cloud, has cyber security insurance, a computer program that creates copies of files, databases. SharePoint is cloud-based document management system that provides for live backup of data. Additionally, the system is backed up to the cloud daily. ECHOS deploys Microsoft Tenant backup solution as the method to backup Microsoft 365 with lightning-fast restore from Microsoft to ensure business continuity.



ECHOS Network

Definitions:

Modem - a device from an Internet Provider that connects to the Internet Service Provider (ISP) with a cable that runs outside.

Firewall - a security system that monitors and controls network traffic to prevent unauthorized access to a computer network or device, that monitors traffic to or from the network. It allows or blocks traffic based on a defined set of security rules.

SonicWall firewall - a cybersecurity product that protects networks from threats by identifying and controlling applications, preventing data leakage, and scanning for threats.

Server - a Domain server that verifies users and responds to authentication requests on computer networks to which all computers must be added. It organizes and secures data for users and computers that work together on the same network. File Server allows users to share information and files. It is a central location for storing and sharing files, making it easier to collaborate and transfer large files.

UPS Battery - an uninterruptible power supply (UPS) offers guaranteed power protection for the Server and communication devices. When power is interrupted, or fluctuates outside safe levels, a UPS will instantly provide clean battery backup power and surge protection for plugged-in, sensitive equipment.

Ethernet Switch - ECHOS's office uses two Network switches. Switch-type gigabit allows devices to connect to a local area network (LAN) at 1 gigabit per second (Gbps) or higher speeds. User Drops are Cat6 Ethernet cables standardized twisted pair cables for Ethernet and other network physical layers.

Wi-Fi - A Wi-Fi mesh router is part of a Wi-Fi network, which is a group of devices that work together to provide Wi-Fi coverage across the office. These Devices offer a networking protection kit that covers all security scenarios with its network security, and comprehensive reports

III. RFP Timeline

RFP Release Date	Monday, November 11, 2024
Optional RFP Conference	Monday, November 18, 2024 at 12 PM CST
Deadline to submit questions in writing	Wednesday, November 20, 2024 at 12 PM CST
Answers to written questions posted	Friday, November 22, 2024 by 5 PM CST
Proposals Due	Monday, November 25, 2024 at 12 PM CST (Noon)
Preliminary Award Notification	Monday, December 16, 2024
Estimated Contract Term Year 1 Start	December 1, 2024

IV. Scope of Services

A. **Objectives and Requirements:** ECHOS has identified specific objectives and requirements crucial to the organization's IT success. We are seeking on-call or on an as needed basis support. These objectives and requirements will help ensure that ECHOS's IT systems and infrastructure are reliable, secure, and efficient, allowing ECHOS to focus on achieving the nonprofit mission. The IT Support Services firm should:

1. Provide fast response times for technical assistance, ensuring that issues are addressed promptly and effectively to minimize downtime and disruptions to our work. Our regular business hours are between 7:30 a.m. and 2:30 p.m. Monday through Friday. Staff work remotely and at varying hours, including weekends and nights.
2. Demonstrate expertise in the software and systems we rely on, such as Microsoft Office 365, Teams, SharePoint, OneDrive, Windows Operating Systems, LogMeIn and Server Operating Systems, , Internet-based phone systems, Adobe, and other applications that our team relies on daily. The IT Support Service Provider should be able to provide guidance and support to optimize our use of these tools.
3. Experience in hardware such as SonicWall Firewall, Dell and HP environments.
4. Provide comprehensive support for our onsite and remote work environments, understand the unique challenges and opportunities of managing a cloud-based infrastructure, and ensure seamless collaboration among team members.
5. Assist with IT projects and audits as needed, helping us improve and maintain our IT systems, ensure compliance with relevant regulations, and identify opportunities for enhancing efficiency and security.
6. Demonstrate experience working with nonprofit organizations, HHS community partner programs, and associations, demonstrating a deep understanding of the specific needs and constraints of such organizations and a commitment to supporting their missions. All candidates must provide references of nonprofit clients and clients adhering to HIPAA regulations.
7. Provide transparent and competitive pricing for ongoing support services and IT projects, assessments, and audits, ensuring that our organization receives the best possible value for our investment.
8. Establish clear lines of communication and reporting, including regular updates on the status of ongoing support requests, IT projects, audits, and prompt notifications of any issues or concerns.

B. **Scope of Work:** The purpose of the Request for Proposals is to obtain Information Technology Support services for ECHOS. The scope of services addresses ECHOS's diverse IT needs and ensures that our systems and infrastructure remain reliable, secure, and efficient. The expected services include:

1. **Technical Support:** Provide prompt and effective support for any IT issues that arise, including troubleshooting software and hardware problems, resolving connectivity issues, addressing security issues and threat detection, and assisting with the installation and configuration of new tools and applications. Locally based companies are preferred for this contract. as they are more available and can respond quickly to needed support.
2. **IT Planning and Strategy:** Collaborate with our organization's leadership to develop and

implement an IT strategy that aligns with our mission and objectives, incorporating best practices, industry trends, and emerging technologies to support our growth and enhance our impact.

3. **Device Management:** Oversee the configuration, maintenance, and security of laptops and other devices used by our team members, ensuring that they are kept up-to-date and compliant with organizational policies and industry best practices.
4. **Cloud Services Management:** Support our cloud-based infrastructure and applications by providing guidance on configuration and optimization and addressing any issues that may arise.
5. **IT Projects and Audits:** Assist with the planning, executing, and managing IT projects and audits as needed, such as system upgrades, data migrations, or compliance assessments, ensuring they are completed on time, within budget, and with minimal disruption to our operations.
6. **Consultation and Training:** offer expert advice on IT-related matters, such as the selection and implementation of new tools, the optimization of existing systems, and the identification of opportunities for improvement. We also train our team members on the effective use of software and hardware and best practices for maintaining the software we use.
7. **Reporting and Communication:** Establish regular lines of communication with our organization, providing updates on the status of support requests, IT projects, and audits and alerting us to any issues or concerns that may arise. Deliver periodic reports on system performance, security, and other relevant metrics to inform decision-making and ensure accountability.

The proposer will maintain all records in accordance with ECHOS's record retention policy and any relevant regulatory requirements, but they will remain the property of ECHOS. Any records will be surrendered to ECHOS upon request. The proposer will not release records or information related to ECHOS.

ECHOS will provide the selected firm with the necessary documentation and information to ensure that it has everything it needs to successfully perform the duties outlined in this RFP.

V. Content of Submission

The following is a description of the minimum information which must be supplied by Contractors in the proposals. It is open to all Contractors to give such supplementary facts or materials that they may be considered in the evaluation of the proposal submitted. Proposals that omit critical elements may be considered non-responsive. Proposal narratives shall be completed in the attached **RFP Response Form (PDF)**. Application packages must contain, at a minimum, the following information and materials:

Attachments

- The proposal cover sheet is signed and dated by a certifying representative. This document shall be placed in front of the proposal.
- Completed Vendor Reference Information form.
- Narrative response shall be provided in the **RFP Response Form** (PDF) and follow the character limits set for each section.
- Certifications held and résumés of the staff to be assigned.
- Submit dated proof that applicant is not excluded from doing business on the federal level:
 - Select “Search Records” on the Federal System for Award Management (“SAM”) website located at <https://sam.gov/content/home> (Note that this is a free service).
 - Select “Entity Information” click “All Entity Information” and toggle to “Exclusions”. Type the name of the applicant followed by an asterisk (the “*” symbol) in the “Search Exclusions” bar.
 - If your search yields no matches found, this is sufficient for the debarment check and can be saved by printing to pdf.
- Submit dated proof that applicant is not on the State of Texas debarred vendor list by screenshotting or printing to a pdf from <https://comptroller.texas.gov/purchasing/programs/vendor-performance-tracking/debarred-vendors.php>
- Demonstrate ‘ACTIVE’ tax account status using the Texas Comptroller Taxable Entity Search at <https://mycpa.cpa.state.tx.us/coa/search.do>
- Historically Underutilized Business (HUB) certification, if applicable. The respondent shall submit information indicating if the respondent firm is a Historically Underutilized Business (HUB).

RFP Response Form

1. Executive Summary

Provide a brief summary of the firm’s approach to the work associated with the requested services demonstrating an understanding of the scope of work required and unique or innovative approaches to be utilized in performing these services.

2. Experience and Qualifications

- a. Describe how long the respondent firm has been in business under the present name and structure. Provide any other names under which the firm has done business and the dates it operated under each name and the locations at which it operated under each name (750 character maximum).
- b. Describe the respondent firm’s experience in conducting comparable services, similar in scope to ECHOS’s requested services, during the most recent five-year period (1,250 characters maximum).
- c. Provide a list of nonprofit organizations to which your firm has provided similar services. Briefly describe the services provided and the similarities to the scope of work described in the RFP. (1,250 characters maximum) Proposers must provide 2 examples from current or past clients where the scope of work is comparable to the scope in section IV.

- d. Provide a brief description of the qualifications and experience the firm has in the various categories described in the Scope of Work, Certifications held, and attached résumés of the staff assigned to do this work. Describe the qualifications of the staff who will be assigned to provide services to provide services to ECHOS and why they are best suited to work with ECHOS including expertise with relevant systems/set up (1,500 characters maximum).
- e. Describe how the company will respond to daily issues and maintain close, effective communications with the ECHOS staff. Describe the structure of the company, number of employees and the coverage plan for changes or temporary limitations in your staffing. The respondent will state how they will carry out contract requirements in the event of an illness or other circumstance that may limit the Contractor's ability to complete the work requested in this RFP.
- f. Other Relevant Information (optional). Proposer may include any additional information for consideration (1,250 character maximum).

3. Estimated Fees

Please state the proposed contract fee for providing services for ECHOS in the chart. Any additional expenses, unless agreed upon by ECHOS in writing, will be the sole responsibility of the firm above the set maximum agreed-upon fee.

The Contractor shall provide:

- 1) A cost per hour (hourly rate)
- 2) Any estimated in-kind or pro bono services
- 3) Net cost per hour (total cost less pro bono)

ECHOS will not use the lowest cost as the basis for selecting the best bid for this contract. Proposals should identify an all-inclusive hourly rate. ECHOS will not reimburse for travel, mileage, supplies/materials, or other incidentals and should not include them in this proposal.

The Contractor's fee will be considered in addition to other technical factors in determining the offer most advantageous to ECHOS. Because ECHOS has limited resources, innovative and creative fee arrangements proposed by the respondent that minimize risk and cost to ECHOS will be considered favorably. Respondents shall provide complete information on any in-kind/pro bono services that may be provided in the course of providing services.

VI. Basis of Proposal

The successful respondent(s) will be expected to execute a standard professional service contract with ECHOS based on the proposal materials submitted and the requirements of this RFP and any future addenda thereto.

Respondents are advised to check that all parts of this RFP package have been received. Respondents shall be responsible for informing themselves with respect to all conditions which might in any way affect the cost or performance of any of the work. Respondent(s) assumes risk for any conditions that might in any way affect the cost or performance of any of the work, and no relief shall be given for errors or omissions by the respondent(s).

VII. Confidentiality of Proposals

All proposals and information concerning same shall remain confidential until all negotiations are completed, and the preliminary notice of award is issued. Therefore, any part of the application that is not considered confidential, privileged, or proprietary under any applicable Federal, State, or local law shall be available for public inspection upon completion of the procurement process. Any material submitted by the respondent that is to be considered as confidential must be clearly marked as such; however, the applicable provisions of Federal, State, and local laws shall govern the confidentiality of proposals despite anything contrary to this provision stated in the application. A payment schedule will be negotiated with selected contractor(s). ECHOS reserves the right to offer a contract award greater or less than the amount requested in the proposal and to request respondents submit a Best and Final Offer (BAFO).

VIII. Unauthorized Sub-Contracting Prohibited

The Proposer shall identify whether any subcontractors will be used, if awarded, and/or if the Proposal is a joint venture with another firm. The successful Proposer shall not assign any right, nor delegate any duty for the work proposed pursuant to this RFP (including, but not limited to, selling, or transferring the Contract) without the prior written consent of ECHOS. Any purported assignment of interest or delegation of duty without the prior written consent of ECHOS shall be void and may result in the cancellation of the Contract with ECHOS or may result in the full or partial forfeiture of funds paid to the successful Proposer as a result of the proposed Contract as determined by ECHOS.

IX. Evaluation, Negotiation, and Selection

- Evaluation:
A designated committee evaluates each proposal in confidence and according to the description in this RFP. Points will be assigned for stated evaluation factors. A cost analysis will be conducted, and qualitative technical factors will be evaluated that include but are not limited to:
 - Appropriateness, thoroughness, quality of the proposal
 - Provider experience and/or demonstrated knowledge
 - Demonstrated successful past performance
 - Quality of proposed staffing
- Negotiation:
 - Negotiations may be undertaken with respondents to achieve the best and final offers
 - All negotiation procedures will be documented
- Selection:
 - Selection of a successful contractor will be at the sole discretion of ECHOS. If a contract is awarded, it will be awarded to the responsible firm(s) or individual(s) whose qualifications, price and other factors are deemed most advantageous to ECHOS. Additionally, ECHOS shall have the right to reject any and all proposals at its discretion and to negotiate portions thereof.
 - All respondents will be notified of ECHOS's selection by email.

X. Submission

Submit proposals by email to Cathy Moore, Executive Director, cmoore@echoshouston.org no later than **Monday, November 25, 2024 by 12 PM CST**. Proposals received late or incomplete will not be considered. The timestamp on the recipient email will serve as the official time of submission. Early submissions are encouraged to avoid delivery issues. ECHOS is not responsible for errors that may occur that prevent the timely arrival of proposals by email.

The respondent shall furnish such additional information that ECHOS may reasonably require to provide a comprehensive proposal review. ECHOS will not be liable for any cost incurred in the preparation of proposals.

XI. Conditions

- A. Modification** - Proposers may modify proposals that have already been accepted by providing a written modification to ECHOS. However, no proposal may be modified after the deadline for submission.
- B. Assistance** - Please direct questions in writing to Jennifer Fernelius at jfernelius@echoshouston.org
- C. Sole Discretion of ECHOS** - ECHOS may accept or reject any or all responses under this request in its sole discretion.
- D. Proposal is not a Contract** - This Request is not a contract and does not obligate ECHOS to pay for costs incurred by any proposer in connection with its proposal. Furthermore, ECHOS is not obligated to contract with any proposer. ECHOS reserves the right to engage none, all, or any portion of any proposed services. ECHOS may negotiate a contract with a proposer as a result of this request and that contract may or may not conform to the requirements of this request at the ECHOS's sole discretion.
- E. Modification by ECHOS** - ECHOS may change any part of this request at any time prior to the submission deadline. Such modification will be provided to all potential proposers who have obtained this RFP.
- F. Public Information** - Materials submitted to ECHOS as a part of this proposal are considered public information unless noted in the proposal as trade secret or proprietary information. Materials submitted to ECHOS as a part of this proposal become the property of ECHOS upon submission. ECHOS is not responsible for the return of creative examples of work submitted.
- G. No Undue Influence**
- H. No employee, member of a Board of Directors or other governing body, or representative of a proposer who submits a proposal under this Request for Proposals may have any contact outside of the RFP formal review process with any employee of or any member of the ECHOS's Board of Directors for purposes of discussing or lobbying on behalf of respondent's proposal. Respondents are encouraged to formally submit all questions during the Question-and-Answer period and attend any optional RFP conference(s) offered.**
- I. No employee, member of a Board of Directors or other governing body, or representative of a proposer who submits a proposal under this Request may offer any favor, gratuity, inducement, or anything of monetary value to any employee of the ECHOS, or any member of the ECHOS's Board of Directors for purposes of influencing the evaluation of a proposal submitted under this Request. ECHOS will reject proposals of those proposers who violate this condition.**

XII. Grievance Procedures

Grievances arising from this RFP shall be processed in accordance with the posted Grievance Policy. This policy is posted to the ECHOS website at <https://echoshouston.org/vendor-opportunities/>

ECHOS RFP No. IT 11-2024 Cover Sheet

Organization (Offeror) Name and Address	Proposal Contact
Phone Number	RFP No. IT 11-2024
Email Address	EIN OR TAX ID Number
Cage Code	Annual Budget
Unique Entity ID	# of Employees
<p>Name & Title of Certifying Representative. Note: "Certifying Representative" means the individual who may legally submit proposals for the agency and enter into agreements (i.e. the Chairman of the Board of a social service agency). You may identify a different contact person.</p> <p>Name: _____ Title: _____</p>	

I hereby certify that all information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate to the best of my knowledge.

AND

The undersigned, as Proposer, certifies that the Proposer has not, either directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competition in connection with this contract. The Proposer certifies they have not and will not participate in the development, review, and/or selection process.

AND

The undersigned certifies to the best of his/her knowledge and belief, that the corporation, LLC, partnership, or sole proprietor, and/or its' principals, owners, officers, shareholders, key employees, directors and member partners: (1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency; (2) have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (3) are not presently indicted for or otherwise criminally charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in (2) of this certification; and, (4) have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

Signature of Certifying Representative	Date

VENDOR REFERENCE INFORMATION FORM

The proposer hereby authorizes the recipient of this authorization (or a copy thereof) to furnish ECHOS with any and all information concerning the undersigned's (and the employees of the undersigned) performance of work and releases all parties from all liability for any damage that may result from furnishing the same to ECHOS.

Customer Reference 1

Customer Name:	
Customer Address:	
Contact Person:	
Contact Phone Number:	
Contact Email:	
Brief overview/description of the services provided:	

Customer Reference 2

Customer Name:	
Customer Address:	
Contact Person:	
Contact Phone Number:	
Contact Email:	
Brief overview/description of the services provided:	

Customer Reference 3

Customer Name:	
Customer Address:	
Contact Person:	
Contact Phone Number:	
Contact Email:	
Brief overview/description of the services provided:	