

City of Vidor, Texas

Request for Proposal for Managed Service Provider (MSP)

June 1, 2023



Issuance of RFP	June 01, 2023
Technical Questions/Inquiries Due	June 15, 2023, by 3:00 p.m. CST
RFP Closes	June 22, 2023, by 3:00 p.m. CST
Complete Initial Evaluation	June 29, 2023
Anticipated Final Award Notification	July 14, 2023

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1 Statement of Work

1.1 Purpose:

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply Managed Information Services to City of Vidor, Texas. The RFP provides vendors with the relevant organizational, operational, service and performance, system, and architectural requirements of services to be managed.

1.2 Coverage & Participation:

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of all departments in the City of Vidor. The City reserves the right to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

2 General Information

2.1 Original RFP Document:

The City of Vidor, Texas shall retain the RFP, and all related terms and conditions, exhibits, and other attachments, in their original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification.

2.2 The Enterprise:

The City of Vidor is a Home Rule City governed by an elected Mayor and six Council Persons. The City provides law enforcement, streets and drainage, code enforcement, animal control, municipal court, and several cultural activities such as a library and parks. The City is in the western portion of Orange County, Texas and is the economic center of Precinct 4 of Orange County.

The City has approximately sixty-nine (69) full-time employees and ten departments. The primary contact for the managed services is Finance Director Katrina Jones, but managed services will be provided to all departments within the City and interaction with various department heads and employees will be required. As a governmental entity, the City requires strict security protocols and confidentiality of information is paramount.

2.3 Schedule of Events:

The following is a tentative schedule that will apply to this RFP but may change in accordance with the organization's needs or unforeseen circumstances.

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3 Proposal Preparation Instructions

3.1 Vendor's Understanding of the RFP:

In responding to this RFP, the vendor fully accepts the responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to City of Vidor as necessary to gain such understanding. The City reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, the City reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of the award if the award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to the City of Vidor.

3.2 Good Faith Statement:

All information provided by the City of Vidor in this RFP is offered in good faith. Individual items are subject to change at any time. The City of Vidor makes no certification that any item is without error. The City is not responsible or liable for any use of the information or for any claims asserted therefrom.

3.3 Communication:

Verbal communication shall not be effective unless formally confirmed in writing by the specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

Vendors' inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to:

**City of Vidor
Finance Department
1395 North Main Street
Vidor, Texas 77662**

**Attention: Katrina Jones
Telephone: (409) 769-5473 ext. 134
Fax: (409) 769-8853
Email: kjones@Cityofvidor.com**

Applicable terms and conditions herein shall govern communications and inquiries between the City of Vidor and vendors as they relate to this RFP.

Informal Communications shall include, but are not limited to requests from/to vendors or vendors' representatives in any capacity, to/from any City of Vidor employee or representative of any kind or capacity with the exception of Katrina Jones for information, comments, speculation, etc.

Inquiries for clarifications and information that will not require addenda may be submitted verbally to the party named above at any time.

Formal Communications shall include, but are not limited to:

- Questions concerning this RFP: Questions must be submitted in writing and be received by June 15, 2023, at 3:00 p.m. CST.
- Errors and omissions in this RFP and enhancements: Vendors shall bring to the City of Vidor any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to the City any enhancements that might be in the best interests of the City. These recommendations must be submitted in writing and be received prior to June 15, 2023, at 3:00 p.m. CST.

- Inquiries about technical interpretations must be submitted in writing and be received prior to June 15, 2023, at 3:00 p.m. CST.
- Inquiries for clarifications/information that will not require addenda may be submitted verbally to the buyer named above at any time during this process.
- Verbal and/or written presentations and pre-award negotiations under this RFP.
- Addenda to this RFP.

Addenda: The City of Vidor will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within five (5) business days.

All addenda will be posted to our website only at www.Cityofvidor.com.

The City of Vidor will not respond to any questions/requests for clarification that require addenda, if received by the City after June 15, 2023, at 3:00 p.m. CST.

3.4 Proposal Submission:

Proposals must be delivered SEALED to:

**City of Vidor
ATTN: KATRINA JONES
Finance Director
1395 N. Main Street
Vidor, Texas 77662**

on or prior to June 22, 2023, by 3:00 p.m. CST. The City of Vidor shall not accept proposals received by fax.

Vendors are to submit three (3) original copies of proposal marked "Original" and three (3), marked "Copy." Each original and copy must be individually bound.

Incomplete submissions may not be accepted.

It is understood that the City reserves the right to accept or reject any and/or all responses to this RFP as it shall deem to be in the best interest of the City.

In order to keep this process as objective as possible, potential firms and individuals are not to contact any City official, appointed or elected, other than the Finance Director as further provided herein.

Responses to the RFP received after the closing time and date will be returned to the sender unopened. Faxed responses are not considered sealed and cannot be accepted.

Please note that all information, including financial information, submitted as part of the response to this RFP becomes the property of the City and may be subject to the provisions of the Texas Open Records Act, Chapter 552, of the Texas Public Information Act. All documentation shall be open for public inspection, except for trade secrets and confidential information so identified by firm as such. The City will follow all requirements and procedures in the Public Information Act when responding to requests for disclosure of documents.

3.5 Method of Award:

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and enterprise. The purpose of this RFP is to identify those suppliers that have the interest, capability, and financial strength to supply City with Managed Services identified in the Scope of Work.

Evaluation Criteria:

1. Capability of vendor to meet or exceed requirements set forth in Scope of Work.
2. Expressed interest in working with the City and the ability of vendor to communicate its vision and capacity for establishing a relationship that addresses current and future needs and trends in the industry.
3. Affordability of product(s) and support available from the vendor.
4. Financial stability of the vendor.

3.6 Selection and Notification:

Vendors determined by the City to possess the capacity to compete for this contract will be evaluated based on the evaluation criteria and ranked. The top-ranking vendor will be submitted to the City Council when it meets on **July 13, 2023**, at which time the recommended vendor will be considered for approval by the City Council. The final award under this RFP shall be at the City Council's sole discretion. All vendors will be notified of the selection. The new contract will be effective **November 15, 2023**, which is the expiration of the City's current contract. The selected vendor and current vendor, if different, agree to work together to effectuate a smooth transition for the beginning of the new contract awarded hereunder.

4 Scope of Work, Specifications & Requirements

4.1 Minimum Vendor Requirements:

1. Vendor Employees.

- If help desk and/or remote or onsite services are to be provided, the City requires that any support personnel that may work on any City electronic or computer systems/networks onsite or remotely be actual employees of the vendor (not vendor outsourced). In addition, those support personnel must reside in the United States of America.
- Any employee of the vendor that has access to any City digital information or electronic equipment must pass an NCIC/FBI/Texas DPS/City of Vidor, Texas Police Department background check prior to having any access to the City's networks or digital information owned by the City.

2. Business Continuity and Disaster Recovery.

- All Servers must be backed up via image type backup and will be encrypted with a minimum of 256-bit Encryption. Backups will be kept onsite as well as distributed to at least two (2) United States Data Centers that are SSAE 16 compliant or equivalent. The vendor must have the ability to create a virtual server onsite AND within said data center within three (3) hours of server failure. In the case of the data center VM, the ability to connect the City networks via hardware VPN must be available. All onsite backups must be tested at least weekly by creating a VM for each server from the latest backup, booting that VM, and supplying a report containing a screenshot of each booted VM every week to the City's point of contact.

4.2 Service Management:

1. SLA Management.

- Describe the process by which formal SLA for managed services is being established.
- Describe the process by which SLA is being monitored and evaluated.
- Describe the process by which SLA is being reviewed and improved.

2. Service Report.

- Indicate the types of service reports that are provided.
- Describe the process by which service reports are being generated and submitted.

4.3 Service Features:

1. Capability of Real-Time Monitoring and Analysis.

- Indicate whether your service supports real-time event and log monitoring and analysis.
- If the answer is “yes,” describe the process/factor by which the capability is provided.

2. Onsite Incident Response Support.

- Indicate whether your service supports onsite incident response.
- If the answer is “yes,” describe the process/factor by which the capability is provided. Also, describe how quickly a technician can respond onsite.

3. Services Support Multiple Vendors’ Products.

- Indicate whether your service supports all products described in section 4.5 (Existing Services Requirements) with corresponding services availability.
- If the answer is “yes,” describe the process/factor by which the capability is provided.

4. Dedicated Team per Client.

- Indicate whether your service supports a Dedicated Team per Client.
- If the answer is “yes,” provide the organizational chart describing the team assigned, indicating roles for technical, account management, and executives, including escalation process.

5. 24x7x365, Redundant Data Centers with Disaster Recovery and Global Coverage.

- Based on the minimum requirements contained in Section 4.1 describe the process/factor by which the capability is provided.

6. Additive Services and Fees.

- Indicate whether your organization has additional services not requested as part of the required services. If a fee schedule is available, please provide.
- Indicate fee schedule for additional requests or per diem charges for services required after expiration of the contract.

4.4 Service Operations:

1. Implementation and Configuration.

- Describe the process by which services (as described in section 4.5) will be transitioned, including documentation, project management, roles and responsibilities, training/transition, installation and configuration of applications and data upload.
- Where management services will include solutions integrated to our on-premise solutions, describe the process by which the management solution is deployed. Include any tasks that must be performed on systems or devices already deployed (such as network configuration and third-party solution integration).

2. On-Going Operations.

- Describe the process by which the initial configuration of your solution is updated and maintained. Include installations of patches, the update and/or modification of any rules, etc.
- Describe the process by which change requests are initiated, managed, and documented. Include request templates and process charts.

3. Auditing and Reporting.

- Describe methods for alerting and reporting on system status and methods of reporting service level agreements. If a real-time view is available through a client interface to monitor SLAs and availability, provide screenshots and describe the process by which the capability is provided.

4.5 Service Support:

Describe how you work with clients to deliver services and/or solutions.

1. Customer Support.

- Do you provide toll-free customer support 24 hours a day, seven days a week? During Disasters? Please specify all paid support options.

2. Geographic and Language Support.

- Do you provide support in the desired location and language?

3. Implementation Support.

- Do you provide complete turnkey, onsite implementation, and project management support? Please specify which support will be included and which is provided for an additional fee. Also specify whether support is available direct from vendor or provided through a partner.

4.6 Existing Services Requirements:

The following is a list of the services and requirements requested through the RFP. Please note any requests for changes to the existing services as a response will be required to manage these changes.

Service:	Internet, Internal web sites and portals for internal communications	
Current Technology:	Windows Server 2016, Windows Server 2012 R2, MS Hyper-V, Citrix Xenserver, MS SQL 2012, Tyler Technologies, InCode, Microsoft 365, ClearGov, Pharos, Coban, E-Force, Intradyn, GIS, VoicePrint, currently licensed. We have approximately 79 PC's, 10 Servers, and 4 Firewalls. Laptops are utilized by administrative staff to work from home as needed.	
Preferred location:	Inside Vidor, Texas City Limits	
Integration requirements:	None	
Outsourcing goals:	Increased availability, reduced mean time between failures, quicker response time.	
Availability requirements:	User access	8am – 5pm
	Non-user activity	None
Impact on goodwill:	Reduced customer service	High
	Production delays	High
	Reduced consumer confidence	High
Additional risk factors:	Legal/regulatory risk	High
		High
SLA Target Availability	99.95%	
Required mean time to restore Servers	30 minutes	
Procedural documents available for transfer of responsibility	No	

4.7 Schedule of Events:

The following is a tentative schedule that will apply to this RFP but may change in accordance with the organization's needs or unforeseen circumstances. Changes will be communicated by the City's website to all invited bidders.

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5 Vendor Qualifications & References

All vendors must provide the following information for their proposal to be considered:

1. A brief outline of the vendor company and services offered, including:
 - Full legal name of the company.
 - Year business was established.
 - Number of people currently employed.
2. An outline of the managed security services they currently support.
3. A description of their geographic reach and market penetration.
4. An outline of their partnerships and relationships to date.
5. Information on current managed security service clients, including:
 - A list of clients with similar needs managing the same security functions.
 - Evidence of successful completion of a project of a similar size and complexity.
6. References: Contact information for three references (if possible) from projects similar in industry, size, and scope, and a brief description of their implementation.

6 Estimated Pricing

All vendors must fill out the following cost breakdown for the implementation of their managed service offer for City of Vidor's project as described in this RFP. The vendor must agree to keep these prices valid for 60 days as of July 14, 2023.

Provide a comprehensive price sheet which includes maintenance and support.

7 Texas House Bill 1295

Texas House Bill 1295 (HB1295) amended the Government Code to prohibit a governmental entity from entering into a contract, that requires an action or vote by the entity's governing body or has a value of at least \$1 million, unless the person submits a disclosure of interested parties at the time the vendor submits the signed contract to the entity. The City cannot proceed with any contract or purchase that is covered by HB 1295 until there is a certified, notarized and acknowledged Certification of Interested Parties on file.

The Form 1295 Certificate of Interested Parties form is completed on the Texas Ethics Commission website at www.ethics.state.tx.us.

Any award under this RFP shall be subject to the provisions of HB 1295 and the successful vendor agrees to completion, execution, and submission of all documents required under HB 1295 and the Texas Government Code.

8 Vendor Certification

This certification attests to the vendor's awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to: *Request for Proposal for Managed Services (MSP)* issued by City of Vidor. The undersigned is a duly authorized officer, and hereby certifies that:

(Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of 60 calendar days as of the Due Date of the RFP.

The undersigned further certify that their firm (check one):

IS

IS NOT

currently debarred, suspended, or proposed for debarment by any federal or State of Texas or any City of Texas entity. The undersigned agree to notify the City of Vidor of any change in this status, should one occur, until such time as an award has been made under this procurement action.

The undersigned also further certifies that their firm (check one):

CURRENTLY EMPLOYS

DOES NOT CURRENTLY EMPLOY

Technical Support personnel that have passed an NCIC/FBI/Texas DPS/City of Vidor, Texas Police Department background check.

Person(s) authorized to negotiate on behalf of this firm for the purposes of this RFP are:

Name: _____ Title: _____

Signature: _____ Date: _____

Name: _____ Title: _____

Signature: _____ Date: _____

Signature of Authorized Officer:

Name: _____ Title: _____

Signature: _____ Date: _____

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

(i) a contract between the local governmental entity and vendor has been executed;

or

(ii) the local governmental entity is considering entering into a contract with the

vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

(i) a contract between the local governmental entity and vendor has been executed; or

(ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

(1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);

(2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or

(3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

(A) begins discussions or negotiations to enter into a contract with the local governmental entity; or

(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);

(B) that the vendor has given one or more gifts described by Subsection (a); or

(C) of a family relationship with a local government officer.

Example

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

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 vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

Company Name or individual's name goes here

2 Check this box if you are filing an update to a previously filed questionnaire. (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 on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

City of Vidor Employee's Name that you have contact with goes here
Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

NORMALLY the ANSWER is "NONE" unless you have AN employment business or family relationship with the officer

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

Yes No

You MUST check one of these boxes

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

Yes No

You MUST check one of these boxes

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

NORMALLY the ANSWER is "NONE" unless you do business with the officer in ANOTHER CAPACITY.

6 Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

Read this question, check the box if your answer to the question is yes

7 Sign your name on this line
Signature of Vendor doing business with the governmental entity

enter date signed by you
Date

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

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 vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

2 **Check this box if you are filing an update to a previously filed questionnaire.** (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 on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

 Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

Yes No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

Yes No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 **Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).**

7

 Signature of vendor doing business with the governmental entity

 Date