



Frio County Bid Notice

Telephone Systems / Internet Services

500 E. San Antonio
Pearsall, TX 78061
830-505-2983

County Auditor: Crystal Marquez
Email: crystal.marquez@friocounty.org

Bids Due:

3:00 P.M (CST) April 24, 2026

NOTICE TO VENDORS

Date: Thursday, April 2, 2026

Re: Frio County Telephone / Internet Services

Frio County is seeking qualified vendors to provide design, implementation, support, and/or services for its existing network and telephone infrastructure. The County operates a multi-site environment consisting of fiber-connected facilities, wireless mesh networks, and remote locations on independent broadband services. This bid outlines the current environment and invites bids for improving reliability, security, and performance across all County locations.

Submission requirements for the bid are included in the attached. Please submit **four (4) printed copies and one (1) electronic copy** on a **USB flash drive** in PDF format to the following address:

Crystal Marquez, Frio County Auditor will be received at: 500 E. San Antonio Ste. 3, Pearsall, Texas, 78061 until 3:00 P.M (CST) April 24, 2026.

Bids will be opened on April 28, 2026 at the Frio County Courthouse, 500 E. San Antonio, Pearsall, Texas during Frio County Commissioners Court Meeting. Vendors are invited to be present at the opening.

Bid envelopes shall be plainly marked as follows:

Sealed bid for:

Frio County Telephone Systems / Internet Services

Do not open until:

April 28, 2026

Any bid received later than the specified time, whether delivered in person or mailed, shall be automatically disqualified.

Frio County reserves the right to reject any/or all bids and to accept the bid deemed most advantageous to Frio County and to waive any informalities in the bid. Frio County is an **Affirmative Action/Equal Opportunity Employer** and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status.


Crystal Marquez
Frio County Auditor

Frio County – Request for Bids

UC VOIP Telephone System and Internet Services

1.0 General Conditions

Frio County is soliciting sealed bids for the provision, installation, and integration of UC VOIP telephone system and internet services as detailed in the Scope of Work. All bids submitted in response to this solicitation shall comply with the following general conditions unless superseded by supplemental specifications. All contracts resulting from this bid shall adhere to applicable State of Texas procurement laws.

1.1 Specifications

Vendors must submit a comprehensive, turn-key proposal that includes:

- Detailed descriptions of all services, equipment, warranties, itemized costs, and exclusions
- Installation, configuration, and integration of the UC VOIP system into the County's existing network
- All engineering and technical services required for timely implementation

Bids must be sealed, clearly labeled with the bid title, and submitted by the deadline.

1.2 Vendor Identification

Each bid must include the vendor's full legal name and address. Bids must be manually signed by an authorized representative with authority to bind the firm.

1.3 Bid Alterations

No bid may be altered after the opening. Pre-opening changes must be signed by the vendor. Withdrawals after opening require written justification and approval by the County Auditor.

1.4 Brand Standards

Manufacturer specifications, brand names, and catalog numbers are provided to establish minimum quality standards.

1.5 Deviations

Any deviations from specifications must be clearly documented. Manufacturer data sheets must accompany all alternate products.

1.6 County Rights

Frio County reserves the right to accept or reject any portion of a bid, waive minor technicalities, and award the bid in the best interest of the County.

1.7 Compliance

All goods and services must comply with applicable local, state, and federal laws and regulations.

1.8 Bonds

Performance or bid bonds are required only if specified in the Special Conditions.

1.9 Indemnification

The awarded vendor shall indemnify and hold harmless Frio County from claims related to patented materials, processes, or devices, and from any injuries or damages arising from vendor operations.

1.10–1.16 Additional Vendor Requirements

Vendors must provide:

- A designated point of contact
- A one-page company background and qualifications summary
- Three (3) references for similar or larger projects
- Qualified, dependable onsite personnel
- Assurance that all onsite employees comply with Texas Sex Offender laws
- A proposed implementation schedule
- Optional supplemental materials

2.0 Evaluation Criteria

Bids will be evaluated based on best value, not solely lowest price. Evaluation factors include:

- Purchase price
- Vendor reputation and service quality
- Past performance with Frio County (if applicable)
- Compliance with state and federal requirements
- Long-term cost of ownership
- Vendor experience with similar installations
- Ability to meet all bid requirements
- Brand-name equipment (no generic, refurbished, or open-box items)
- Warranty and support capabilities, including:
 - 2-hour response for critical outages
 - 8-hour response for non-critical outages
- Overall value to Frio County
- Three verifiable customer references
- Acceptable project timeline

3.0 Scoring Sheet (100 Points)

Category	Criteria	Points
BID Instructions Compliance	Completeness, accuracy, adherence to instructions	5
Vendor Qualities	Experience, history, reputation, availability, quality	45
Proposed Cost	Installation costs, recurring charges	45
Additional Information	Value-added materials or clarifications	5

4.0 Contracts

Contracts will be executed through purchase orders issued by the County Auditor following award and confirmation of funding.

5.0 Pricing Requirements

- Prices must be **F.O.B. destination**, including inside delivery
- Prices must remain firm for the entire bid period
- Unit prices govern in case of extension errors
- Frio County is tax-exempt; taxes must not be included

6.0 Samples

Samples, when requested, must be provided at no cost. Undamaged samples may be returned at the vendor's request and expense.

7.0 Quantities

Frio County reserves the right to purchase more or fewer units than estimated at the unit bid price.

8.0 Contested Bid Award

Vendors contesting a recommended award must submit written notice to the County Auditor at least **10 working days** prior to the Commissioners Court meeting where the bid will be considered.

9.0 Proposer's Preparation Costs

All costs associated with bid preparation are the sole responsibility of the vendor. Frio County will not reimburse any expenses.

10.0 Appendix A

The purpose of this solicitation is to request bids/proposals from qualified vendors to provide the services described in Appendix A – Scope of Work.

APPENDIX A

This appendix contains the full technical and functional requirements for the UC VOIP telephone system, internet services, hardware specifications, installation expectations, and performance standards. Vendors must review Appendix A in detail and ensure their bid fully addresses each requirement.

Scope of Work

Frio County seeks a complete VOIP telephone system and internet services deployment across **twelve (12) locations**, including:

- Install Unified Communication VOIP System
- Install VOIP handsets at all locations
- Install Fiber or Broadband Internet services at all locations
- Install all hardware required for full implementation

Current Environment

Frio County has four locations connected by a fiber network, and each location operates on its own VLAN:

- Courthouse
- Sheriff's Department
- Adult Probation
- Road & Bridge Department

Each site uses a managed router, and all VLAN traffic is routed back to the Courthouse, where a central firewall handles and filters all Internet-bound traffic.

Broadband-Connected Sites

- Any county locations not on the fiber backbone use independent broadband Internet services.
- These sites operate outside the centralized VLAN/firewall structure with a customer managed firewall at each location.

Number of Telephones per Building per Department:

- Office telephone numbers: **37**
- Fax lines: **23**
- Phone extensions: **125**
- Total locations: **12**

VOIP Telephone System Specifications:

- Scalable and upgradeable to meet future growth needs
- Caller ID compatible
- Voicemail
- Online Management Portal

- Cloud base VOIP phone system (like current system)
- Microsoft Outlook support
- Conference Call support
- Complete installation and programming
- Training at all locations
- Provide remote programming and remote support at no cost for one (1) year, including moves or changes.
- Provide one (1) year initial warranty on all system components, including VOIP phones
- Telephone LCD display
- Message Waiting Indicator
- Speakerphone
- DND functionality
- Call Logging and Reporting
- Auto Attendant
- Music on Hold
- 911 Support
- Unlimited Calls US-CA-MX
- Call Recording on 4 extensions
- Mobile APP (iOS/Android/PC):

Each location listed below will require a minimum of one static IP address:

Frio County Courthouse	500 E. San Antonio, Pearsall TX 78061
Sheriff's Office	502 S. Cedar, Pearsall, TX 78061
Adult Probation	515 E. Medina, Pearsall, TX 78061
Road and Bridge	2207 BI35E, Pearsall, TX 78061
Modular Building 1	650 E. San Antonio, Pearsall, TX 78061
Modular Building 2	409 S. Cedar, Pearsall, TX 78061
Juvenile Probation / Ag Extension / JP 3	404 S. Pecan, Pearsall, TX 78061
Justice of the Peace Pct 2	407 S. Pecan, Pearsall, TX 78061
WIC - Pearsall	411 E. Brazos Suite C, Pearsall, TX 78061
Storage	328 Radio Lane, Pearsall, TX 78061
Dilley Annex	100 N. Commerce, Dilley, TX 78061
Road and Bridge	1595 W. FM 117, Dilley, TX 78061

Managed Security Fiber Network:

- 500 E. SAN ANTONIO, PEARSALL, TEXAS 78061
- 502 S. CEDAR, PEARSALL, TEXAS 78061
- 515 E. MEDINA, PEARSALL, TEXAS 78061
- 2207 BI 35E, PEARSALL, TEXAS 78061

Current Site Details:

Service Account Name	Address Line	City	State	Zip Code	Service	Bandwidth
FRIO COUNTY	101 N COMMERCE ST	DILLEY	TX	78017	Voice	Phone Line (2)
FRIO COUNTY	502 S CEDAR ST	PEARSALL	TX	78061	Video	
FRIO COUNTY	2207 BUSINESS INTERSTATE APT 35	PEARSALL	TX	78061	Voice	Phone Line
FRIO COUNTY	328 COUNTY ROAD 4000 APT COAX	PEARSALL	TX	78061	Internet	750M x 35M
FRIO COUNTY	328 COUNTY ROAD 4000 APT COAX	PEARSALL	TX	78061	Commercial Other	Static IP
FRIO COUNTY	100 N COMMERCE ST APT COAX	DILLEY	TX	78017	Internet	750M x 35M
FRIO COUNTY	100 N COMMERCE ST APT COAX	DILLEY	TX	78017	Commercial Other	Static IP
FRIO COUNTY	100 N COMMERCE ST APT COAX	DILLEY	TX	78017	Voice	Phone Line (2)
FRIO COUNTY	411 E BRAZOS ST APT COAX	PEARSALL	TX	78061	Internet	750M x 35M
FRIO COUNTY	411 E BRAZOS ST APT COAX	PEARSALL	TX	78061	Commercial Other	Static IP
FRIO COUNTY	404 S PECAN ST APT COAX	PEARSALL	TX	78061	Internet	750M x 35M
FRIO COUNTY	404 S PECAN ST APT COAX	PEARSALL	TX	78061	Commercial Other	Static IP
FRIO COUNTY	650 E SAN ANTONIO ST APT COAX	PEARSALL	TX	78061	Internet	750M x 35M
FRIO COUNTY	650 E SAN ANTONIO ST APT COAX	PEARSALL	TX	78061	Commercial Other	Static IP
FRIO COUNTY	650 E SAN ANTONIO ST APT COAX	PEARSALL	TX	78061	Video	Spectrum TV Services
FRIO COUNTY	650 E SAN ANTONIO ST APT COAX	PEARSALL	TX	78061	Voice	Phone Lines (3)
FRIO COUNTY	500 E SAN ANTONIO ST	PEARSALL	TX	78061	Video	Spectrum TV Services
FRIO COUNTY	500 E SAN ANTONIO ST	PEARSALL	TX	78061	Voice	Phone Lines (10)
FRIO COUNTY	2207 BUSINESS INTERSTATE 35 E	PEARSALL	TX	78061	Ethernet Services	50 Mbps
FRIO COUNTY	2207 BUSINESS INTERSTATE 35 E	PEARSALL	TX	78061	Managed Services	Managed Router Service
FRIO COUNTY	515 E MEDINA ST	PEARSALL	TX	78061	Ethernet Services	20 Mbps
FRIO COUNTY	515 E MEDINA ST	PEARSALL	TX	78061	Managed Services	Managed Router Service
FRIO COUNTY	502 S CEDAR ST	PEARSALL	TX	78061	Ethernet Services	100 Mbps

FRIO COUNTY	502 S CEDAR ST	PEARSALL	TX	78061	Managed Services	Managed Router Service
FRIO COUNTY	500 E SAN ANTONIO ST	PEARSALL	TX	78061	Dedicated Fiber Internet	200 Mbps
FRIO COUNTY	500 E SAN ANTONIO ST	PEARSALL	TX	78061	Ethernet Services	200 Mbps
FRIO COUNTY	500 E SAN ANTONIO ST	PEARSALL	TX	78061	Managed Services	Enterprise Network Edge
FRIO COUNTY	2207 BI35E COAX APT COAX	PEARSALL	TX	78061	Voice	Phone Line
FRIO COUNTY	1595 W FM 117 COAX APT COAX	DILLEY	TX	78017	Internet	750M x 35M
FRIO COUNTY	1595 W FM 117 COAX APT COAX	DILLEY	TX	78017	Commercial Other	Static IP
FRIO COUNTY	407 S PECAN ST APT COAX	PEARSALL	TX	78061	Internet	750M x 35M
FRIO COUNTY	407 S PECAN ST APT COAX	PEARSALL	TX	78061	Commercial Other	Static IP
FRIO COUNTY	509 S CEDAR ST APT COAX	PEARSALL	TX	78061	Internet	750M x 35M
FRIO COUNTY	509 S CEDAR ST APT COAX	PEARSALL	TX	78061	Voice	Phone Line (2)

Vendor Rating Sheet

Vendor Name: _____

Evaluator Name: _____

Date of Rating: _____

1. Bid Instructions Compliance – 5 Points

Criteria	Yes/No	Notes	Points (0-5)
Bid submitted in required format	<input type="checkbox"/> Yes <input type="checkbox"/> No		
All required documents included	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Signed by authorized representative	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Deviations clearly identified	<input type="checkbox"/> Yes <input type="checkbox"/> No		
All instructions followed	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Score (Max 5)			_____ / 5

2. Vendor Qualities – 45 Points

A. Experience & Qualifications (0-15 points)

- Relevant VOIP and network installation experience
- Experience with Texas municipalities
- Technical certifications and staff qualifications

Score: _____ / 15

B. Reputation & Performance History (0-15 points)

- Quality of past work
- Reliability and responsiveness
- Strength of references (minimum 3 required)

Score: _____ / 15

C. Availability & Support Capabilities (0-15 points)

- Ability to meet 2-hour critical response requirement
- Ability to meet 8-hour non-critical response requirement
- On-site warranty support
- Adequate staffing and project management

Score: _____ / 15

Total Vendor Qualities Score: _____ / 45

3. Proposed Cost – 45 Points

A. Installation Costs (0–20 points)

- Reasonableness of pricing
- Completeness of cost breakdown
- Competitiveness relative to value

Score: _____ / 20

B. Recurring Charges (0–20 points)

- Monthly service fees
- Long-term cost to the County
- Transparency and predictability

Score: _____ / 20

C. Overall Cost Value (0–5 points)

- Cost in relation to quality and capabilities

Score: _____ / 5

Total Cost Score: _____ / 45

4. Additional Information – 5 Points

Criteria	Points (0–5)
Value-added services	
Enhanced warranties	
Supplemental documentation	
Innovative or beneficial features	
Score (Max 5)	_____ / 5

Final Score Summary

Category	Maximum Points	Score
BID Instructions Compliance	5	_____
Vendor Qualities	45	_____
Proposed Cost	45	_____
Additional Information	5	_____
Total Score	100	_____ / 100

Evaluator Comments

Strengths:

Concerns or Weaknesses:

Recommendation:

Recommend for Award Do Not Recommend Recommend Pending Clarification

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

FORM CIQ

<p>This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.</p> <p>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).</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 vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.</p> <p>A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.</p>	<p>OFFICE USE ONLY</p> <hr/> <p>Date Received</p>
<p>1 Name of vendor who has a business relationship with local governmental entity.</p>	
<p>2 <input type="checkbox"/> 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.)</p>	
<p>3 Name of local government officer about whom the information is being disclosed.</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">Name of Officer</p>	
<p>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.</p> <p style="margin-left: 40px;">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?</p> <p style="margin-left: 80px;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p style="margin-left: 40px;">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?</p> <p style="margin-left: 80px;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>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.</p>	
<p>6 <input type="checkbox"/> 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).</p>	
<p>7</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">Signature of vendor doing business with the governmental entity</p> <p style="text-align: right; margin-right: 100px;">_____</p> <p style="text-align: right; margin-right: 100px;">Date</p>	

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.