Discuss and consider amending the agreement with Freeit Data Solutions, Inc to provide additional information technology services

CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY

Strategic Plan Relevance:	Stewardship
Department:	Information Technology
Contact:	Cory Bluhm, Assistant Director of Information Technology and Toll Systems
Associated Costs:	Not to exceed $1,000,000
Funding Source:	Operating Budget & Project Funds
Action Requested:	Consider and act on draft resolution

Project Description/Background: The Mobility Authority requires an information technology (IT) consultant to provide technical advice and service in the procurement, installation, maintenance, operation, updating, upgrading, and security of computer hardware and software used to fulfill the Mobility Authority's mission and operations, including but not limited to: network servers, wireless and hard wired routers, switches, cables, desktop computers, laptops, netbooks, tablets, smart phones linked to the Mobility Authority's network, printers, monitors, and related infrastructure and equipment.

Action Requested: Staff proposes the following changes to the Agreement with Freeit Data Solutions:

- Increased estimated planned monthly hour quantities to more accurately reflect the work that has been and is projected to be provided each month
    - This revises the estimated monthly base pricing from $15,811.57 to $25,070.93
    - Annual Penetration Testing (billed monthly)

DESCRIPTION	QTY	2024-25	TAXABLE?	AMOUNT	QTY	2025-26	TOTAL
Monthly Retainer (hours)	45	$175.00	N	$7,875.00	80	$175.00	$14,000.00
Monthly Backup for Microsoft Office 365 (per account)	71	$2.65	N	$188.15	71	$2.65	$188.15
Monthly Veeam Offsite Backup Copy (per TB)	7	$50.00	N	$350.00	7	$50.00	$350.00
Monthly Veeam On-premise Backup (per VM)	15	$50.00	N	$750.00	15	$50.00	$750.00
Monthly N-Central Server (per device)	27	$17.50	N	$472.50	27	$17.50	$472.50
Monthly N-Central Workstation (per device)	70	$3.50	N	$245.00	70	$3.50	$245.00
Monthly Disaster Recovery/High Availability Service	1	$2,050.00	N	$2,050.00	1	$2,050.00	$2,050.00
Monthly Security Awareness Training Service (per user)	50	$2.00	N	$100.00	50	$2.00	$100.00
Annual Penetration Testing (billed monthly)	1	$1,500.00	N	$1,500.00	1	$1,500.00	$1,500.00
Monthly Cybersecurity Services - Network Monitoring	1	$2,310.00	N	$2,310.00	1	$2,310.00	$2,310.00
Monthly Cybersecurity Services - Endpoint Protection (per endpoint)	76	$20.00	N	$1,520.00	76	$20.00	$1,520.00
			SUBTOTAL	$17,360.65			$23,485.65
			FREEIT PROCESSING FEE	6.75%			6.75%
			TOTAL	$18,532.49			$25,070.93

- Increase total agreement value to $1,000,000 from $500,000 as the original value of $500,000 will be exhausted due to:
    - Additional hours and services above the original estimated monthly base pricing have been needed;
    - Additional projects within the scope of the agreement have been completed including:
        - monitoring for false websites with URLs that are similar to the CTRMA website that are used as part of smishing efforts;
        - Consulting services associated with the Intelligent transportation system (ITS) and Toll Cabinet Security Integration System initiative; and,
        - Penetration testing to protect against cyberattacks;
    - Additional projects from the original estimate are needed including:
        - IT services associated with the move to a new HQ (timing and amount of effort is uncertain); and
        - An additional year of monitoring for false websites with URLs that are similar to the CTRMA website.

Unbudgeted / Unplanned Items	Amount	
Penetration testing approved in July/August 2024 (9 months @ $1,500)	$	13,500.00
Overages for IT Assistance (avg 35 hours per month over retainer)	$	116,000.00
Abnormal Security Subscription	$	27,000.00
Felix Media Solutions project work	$	12,000.00
Safename Brands monitoring	$	75,000.00
	$	243,500.00

Planned Work Requested	Hours (Estimated)
CTRMA Building Move (New Switch stack, WAPs)	150-200
802.1x	65
New Server Hosts	30
Computer Rollouts (Imaging, Deployment, End user profiles)	60
Perimeter 81 Implementation	20
Management Network Finalizations	10
Weekly on-site	20-25 (per month)
Current Office Equipment (All switches into main stack. Dependent on move date; may be preferable to wait for new office)	15

Previous Actions: The Mobility Authority executed an agreement with Freeit Data Solutions for IT consulting services January 31, 2024 (Resolution 24-005). Sigma, through Freeit Data Solutions has been providing IT consulting services monthly, plus additional unplanned projects as requested.

Financing: Operating Budget

Action requested/Staff Recommendation: Staff recommends approving an amendment to the agreement with Freeit Data Solutions, Inc. for IT consulting services to increase the not to exceed amount to $1,000,000 from $500,000.

Backup provided:　　　　Draft Resolution
CTRMA Information Technology Consultant Services
Statement of Work (dated 01/02/2024,
amended 5/14/2025)

GENERAL MEETING OF THE BOARD OF DIRECTORS
OF THE
CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY

RESOLUTION NO. 25-0XX

APPROVING AN AMENDMENT TO THE AGREEMENTWITH
FREEIT DATA SOLUTIONS, INC. TO PROVIDE
ADDITIONAL INFORMATION TECHNOLOGY CONSULTANT SERVICES

WHEREAS, by Resolution No. 24-005, dated January 31, 2024, the Central Texas Regional Mobility Authority (Mobility Authority) Board of Directors (Board) approved an agreement with Freeit Data Solutions, Inc. for information technology consultant services through Texas Department of Information Resources (DIR) Contract No. DIR-CPO-4863 in an amount not to exceed $500,000; and

WHEREAS, due to greater than anticipated information technology needs, the original budget for the Freeit Data solutions, Inc. contract has been expended; and

WHEREAS, the Mobility Authority requires additional information technology consultant services within the current contract term for support of its daily operations; and

WHEREAS, the Executive Director has negotiated a proposed contract amendment with Freeit Data Solutions, Inc. that would increase the contract value by $500,000 with a not to exceed total contract amount of $1,000,000 to provide information technology consultant services through the remaining term of the contract; and

WHEREAS, the Executive Director recommends the Board approve the proposed amendment to the contract with Freeit Data Solutions, Inc. which is attached hereto as Exhibit A.

NOW THEREFORE BE IT RESOLVED that the Board of Directors approves the amendment to the contract with Freeit Data Solutions, Inc. in the form or substantially the same form attached hereto as Exhibit A to increase the contract value to a not to exceed amount of $1,000,000 to provide additional information technology services through the remaining term of the contract.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 28th day of May 2025.

Submitted and reviewed by: Approved:

_____   _____
James M. Bass   Robert W. Jenkins, Jr.
Executive Director   Chairman, Board of Directors

Exhibit A

Statement of Work

Information Technology Consultant Services

January 2, 2024

Amended May 14, 2025

Contents

1. Introduction

The Central Texas Regional Mobility Authority (Mobility Authority), a regional mobility authority and political subdivision of the State of Texas, is seeking a Vendor to provide information technology (IT) consultant services. Generally, the expected services include, but are not limited to the following: IT hardware, IT software, network operation, cybersecurity and network security, data backup and retention, external systems interface, internal Help Desk ticket system, inventory management, monthly reporting, and other tasks as assigned.

Joint ventures will not be allowed.

The Mobility Authority maintains two physical locations at which the requested services may be performed:

- Main Office: 3300 N I-35, Suite 300, Austin, Texas, 78705
- Traffic & Incident Management Center: 104 N Lynnwood Trail, Cedar Park, Texas, 78613

In no case does the issuance of this SOW or award to a Respondent guarantee any assigned work or fees.

2. Background

The Mobility Authority would like to directly contract with a Vendor for these services which have historically been provided to the Mobility Authority through a subprovider to one of the Mobility Authority's General Engineering Consultants.

The Mobility Authority has approximately 500 external users and 50 internal users on its network. Some local presence by the provider is strongly preferred, as occasional on-site maintenance and assistance will be required.

2.1.   Mobility Authority IT Infrastructure

- Workstations
- Laptops
- Servers
- Switches/Firewalls
- Power Hardware/Backup
- Internet
- WIFI
- Telephone
- Email
- Software

3. Scope

The services to be provided to the Mobility Authority are the general IT services provided to multimodal transportation agencies such as the Mobility Authority. The Vendor will be expected to provide resources capable of performing the list of services as described below.

Generally, the expected services include, but are not limited to the following sections.

3.1.   IT Hardware

Provide technical advice and support in procurement, installation, maintenance, operation, updating, and upgrading of IT hardware used to fulfill the Mobility Authority's mission and operations, including but not limited to: network servers, wireless and hard wired routers, switches, cables, desktop computers, laptops, netbooks, tablets, VOIP phone systems, smart phones linked to the Mobility Authority's network (whether owned by the Mobility Authority or by Mobility Authority officials, employees, or consultants), printers, monitors, and related infrastructure and equipment. IT Software

Provide technical advice and support in procurement, installation, maintenance, operation, updating, and upgrading of software and related licenses, and related services that support the IT hardware used to fulfill the Mobility Authority's mission and operations, including but not limited to the following: desktop and laptop imaging. Network Operation

Monitor the ongoing functionality of the Mobility Authority's IT systems and network, rapidly identify failures or needed improvements, and make timely repairs to retain the continuing functionality of the system including but not limited to the following: network upgrades, Cisco wi-fi network setup and maintenance, VMWare environment standup or upgrades, MS Azure migration.

3.2.   Cybersecurity and Network Security

Provide an initial security assessment to include a report and recommendations to improve cyber- and network security. Provide technical advice and support necessary to secure the Mobility Authority's software, IT systems and network, to prevent unauthorized access, and protect against viruses, phishing scams, spam email and other illicit or malicious activities. Respond and resolve security incidents including ransomware, DOS attacks, or other security compromises. Assist with an annual third-party audit of cybersecurity and network security practices.

3.3.   Data Backup and Retention

Provide for and support backup and protection of data contained on the Mobility Authority's servers and various hardware devices. Backup services will be required for Microsoft 365 Cloud servers and SharePoint sites in addition to on-premises servers and shall occur at least once daily. Data Retention shall follow the policy as outlined in Exhibit A.

3.4.   External System Interface

Work with other Mobility Authority vendors to facilitate the procurement, installation, maintenance, operation, and upgrade of external systems that interface with the Mobility Authority's hardware devices and software.

3.5.   Internal Help Desk Ticket System

Track and resolve internal user tickets utilizing Sigma's existing Help Desk ticketing system.

3.6.   Inventory Management

Hardware inventory recommendations, asset management, reporting.

3.7.   Monthly Report

Monthly reports to be provided with details of work completed, tickets resolved, hours spent by topic.

3.8.   Other Tasks

Undertake such other tasks related to these Services as may be requested in writing by the Mobility Authority, in accordance with the Agreement.

4. Acceptance

The Vendor shall adhere to the following Service Level Agreements (SLAs):

Service Component	Scope	Basic Service Measurement
Average speed to answer (ASA) – Customer Support Issues	Customer Support calls answered - Measures the percent of calls responded to within the established response times per established priority levels.	During Support Hours: Support Hours – 8x5 (from 8 AM CST – 5 PM CST) with on-call support during off-hours on weekdays For in-scope support calls answered: ASA time: <= 1 hour Percentage of calls which must be answered within the target ASA to meet the service level agreement: >= 90%
		During Off-Hours and Weekend: For in-scope support calls answered: ASA time: <= 8 hours Percentage of calls which must be answered within the target ASA to meet the service level agreement: >= 90%

Liquidated damages will not be assessed but violations of the SLAs may impact the Mobility Authority's consideration of the selected Vendor's performance review.

5. Period of Performance

The Mobility Authority seeks to secure a contract with an initial term of two years, with three potential one-year extensions, subject to the Mobility Authority's periodic review, approval, and satisfaction with the Vendor's performance. The Agreement may be terminated by the Mobility Authority at any time upon a stipulated notice period.

6. Invoices

The selected Vendor shall prepare and submit monthly invoices and progress reports to the Mobility Authority via email. The progress report shall include at a minimum the number of tickets/issues opened, worked, and completed during the prior period, including the type, category, or details of issues, and any planned system or network changes. Prior to any Mobility Authority system/network changes, which is defined as needed software updates to the system(s) or communication network updates, the selected Vendor shall obtain the Mobility Authority's review and approval.

7. Additional Considerations

- Vendor shall indicate their agreement to comply with the confidentiality requirements stated in this SOW.
- If Vendor, or a subcontractor, officer, or employee of Vendor, will have access to a Mobility Authority computer system or database, then the Vendor shall ensure that such officer, employee, or subcontractor has also completed all state-required cybersecurity training.
- Any changes in scope, costs, and duration of the engagement must be approved in writing by CTRMA.

8. Information Security Guidelines

The Vendor shall assist with development of Information Security guidelines.

9. Pricing

See Appendix 1

Appendix 1 – Pricing (Freeit)

Pricing Amended May 14, 2025

DESCRIPTION	QTY	Unit Price	Agreement	Updated Qty	Unit Price	Amendment
Monthly Retainer (hours)	45	$ 175.00	$ 7,875.00	80	$ 175.00	$ 14,000.00
Monthly Backup for Microsoft Office 365 (per account)	66	$ 2.65	$ 174.90	71	$ 2.65	$ 188.15
Monthly Veeam Offsite Backup Copy (per TB)	10	$ 50.00	$ 500.00	7	$ 50.00	$ 350.00
Monthly Veeam On-premise Backup (per VM)	25	$ 50.00	$ 1,250.00	15	$ 50.00	$ 750.00
Monthly N-Central Server (per device)	21	$ 17.50	$ 367.50	27	$ 17.50	$ 472.50
Monthly N-Central Workstation (per device)	65	$ 3.50	$ 227.50	70	$ 3.50	$ 245.00
Monthly Disaster Recovery/High Availability Service	1	$ 2,050.00	$ 2,050.00	1	$ 2,050.00	$ 2,050.00
Monthly Cybersecurity Services - Network Monitoring	1	$ 2,310.00	$ 2,310.00	1	$ 2,310.00	$ 2,310.00
Monthly Cybersecurity Services - Endpoint Protection (per endpoint)	50	$ 20.00	$ 1,000.00	76	$ 20.00	$ 1,520.00
~~Annual~~ Monthly Prepaid Security Awareness Training (per user)*	40	$ 1.42	$ 56.67	50	$ 2.00	$ 100.00
Annual Penetration Testing (billed monthly)	0	$ -	$ -	1	$ 1,500.00	$ 1,500.00
Monthly Subtotal			$ 15,811.57			$ 23,485.65
Freeit Processing Fee						6.75%
Monthly Total			$ 15,811.57			$ 25,070.93

Exhibit A: Data Retention Guidelines

Backups, Replication and Retention Policies

Veeam Backup and Recovery (BDR)

- CTRMA Primary Backup – Daily 12am, 12pm, and 6pm
  - Retention Policy - 45 Restore Points on Premises
  - Offsite Copy Job Copies to Wasabi – 15-day retention policy.
    - CTRMA-File
    - CTRMA-NAV
    - CTRMA-SQL01

- CTRMA Secondary Backup – Daily 12pm, and 6pm
  - Retention Policy – 120 Restore Points on Premises
  - Offsite Copy Job Copies to Wasabi – 15-day retention policy.
    - CTRMA-DC
    - CTRMA-Storage
    - CTRMA-VMail
    - CTRMA-DMS02
    - CTRMA-ZVM01

- CTRMA Tertiary Backup – Daily 2am
  - Retention Policy – 35 Restore Points on Premises
  - Offsite Copy Job Copies to Wasabi – 15-day retention policy.
    - CTRMA-DC02
    - CTRMA-MDT01
    - SMA 500v
    - Nagiosxi01
    - Waycare
    - CTRMA-Utility
    - VCSA7
- CTRMA Long-Term File Server Backup – Monthly – 4 th Saturday - 2am
  - Retention Policy - 12 Restore Points
    - CTRMA-File
- CTRMA Long-Term DMZ Storage Backup – Monthly – 4 th Saturday – 4am
  - Retention Policy - 12 Restore Points
    - CTRMA-Storage
- CTRMA SureBackup Job:
  - Takes latest restore point and tests its validity by booting into test environment.
  - All jobs from CTRMA Primary, Secondary, and Tertiary Backups are tested nightly.

Veeam for Azure

- CTRMA Azure Veeam Daily Backup – Daily 12pm
  - Retention Policy – 14 Days/Snapshots
  - Copied from Azure to Wasabi - 7 Day Retention Policy
    - irServer-0
    - GIS-Desktop-1
    - CTRMA-ServUMFT
    - ArcGISServer-02
    - ArcGISServer
    - ArcGISPortal-02
    - ArcGISPortal
    - ArcGISSirServer-02
    - ArcGISDesktop-02
    - ArcGISDataStore-02
    - ArcGIDDataStore

Veeam Office 365 Backups

- CTRMA – 365 Mailbox Backup – Daily 2AM to Wasabi Repository – 30 Day Retention Policy
- CTRMA – SharePoint Backup – Daily 2 AM to Wasabi Repository – 30 Day Retention Policy

Veeam Office 365 Backups

- CTRMA – 365 Mailbox Backup – Daily 2AM to Wasabi Repository – 30 Day Retention Policy
- CTRMA – SharePoint Backup – Daily 2 AM to Wasabi Repository – 30 Day Retention Policy

Zerto Disaster Recovery
Live replication to off-premise Sigma hosted disaster recovery site.
VMs being replicated:

- CTRMA-DC
- CTRMA-DC02
- CTRMA-File
- CTRMA-NAV
- CTRMA-SQL01
- CTRMA-Storage
- CTRMA-Utility
- CTRMA-VMail
- SMA 500v