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

RESOLUTION NO. 24-059

APPROVING AN AGREEMENT WITH SISTEMA TECHNOLOGIES, INC. FOR SECURITY ENHANCEMENTS TO THE MOBILITY AUTHORITY'S DATA PLATFORM SYSTEM

WHEREAS, the Mobility Authority hosts its own system for processing all toll transaction data processing and performing data management after the point of transaction creation (the "Data Platform System"); and

WHEREAS, the Mobility Authority desires to make certain security enhancements to the Data Platform System related to the ability to manage users through the Tolling Operations Management Solution user interface; and

WHEREAS, the Executive Director has negotiated a scope of work with Sistema Technologies, Inc. in an amount not to exceed $88,000.00 for certain security enhancements to the Data Platform System which is attached hereto as Exhibit A; and

WHEREAS, pursuant to Texas Government Code Section 2054.0565 and Mobility Authority Policy Code Section 401.008, the Mobility Authority may utilize procedures established by the Texas Department of Information Resources (DIR) to procure goods and services through DIR cooperative contracts; and

WHEREAS, the Executive Director recommends entering into an agreement with Sistema Technologies, Inc. for certain security enhancements to the Data Platform System in an amount not to exceed $88,000.00 through their DIR cooperative contract.

NOW THEREFORE BE IT RESOLVED that the Board of Directors hereby approves the scope of work for the security enhancements to the Data Platform System which is attached hereto as Exhibit A; and

BE IT FURTHER RESOLVED, that the Executive Director is authorized to enter into an agreement with Sistema Technologies, Inc. in an amount not to exceed $88,000.00 through their cooperative contract with the Texas Department of Information Resources for security enhancements to the Data Platform System.
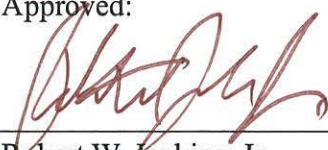
Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 25th day of September 2024.

Submitted and reviewed by:

James M. Bass
Executive Director

Approved:

Robert W. Jenkins, Jr.
Chairman, Board of Directors

Exhibit A

Statement of Work

Tolling Operations Management Solution (TOMS)

2024 – UI Administration of Users and Roles

March 2024

Contents

1. Statement of Work Purpose and Overview

The Central Texas Regional Mobility Authority (CTRMA) is a Texas political subdivision with broad powers under state law to construct, maintain, and operate transportation projects. The CTRMA currently operates projects in Travis and Williamson Counties, and may do so in adjacent counties if they join the CTRMA in the future or as otherwise permitted by law. The powers and duties exercised by CTRMA and its Board of Directors (the "Board") are established by and subject to state and federal laws and regulations.

CTRMA works cooperatively with the Texas Department of Transportation (TxDOT) and the Capital Area Metropolitan Area Planning Organization (CAMPO) to identify and implement transportation projects in the Central Texas area. CTRMA is currently operating several toll projects, including the 183A Toll, 290 Toll (Manor Expressway), 71 Toll Lane, the MoPac Express Lane, SH 45SW, and a portion of 183 South (Bergstrom Expressway), and is constructing the remainder of 183 South and 290/130 Flyovers projects. In addition, the agency is pursuing the development of several toll projects, including 183A Toll Phase III, MoPac South, and 183 North.

The Tolling Operations Management Solution ("TOMS") is an aggregate of multiple integrated solutions that support the CTRMA transaction to cash lifecycle. TOMS fully or partially automates business processes across several operational domains including Transaction Management, Product Management, Payment Path Management, Discount Management, Billing Management, Data Exchange Management, and Reporting & Analytics Management.
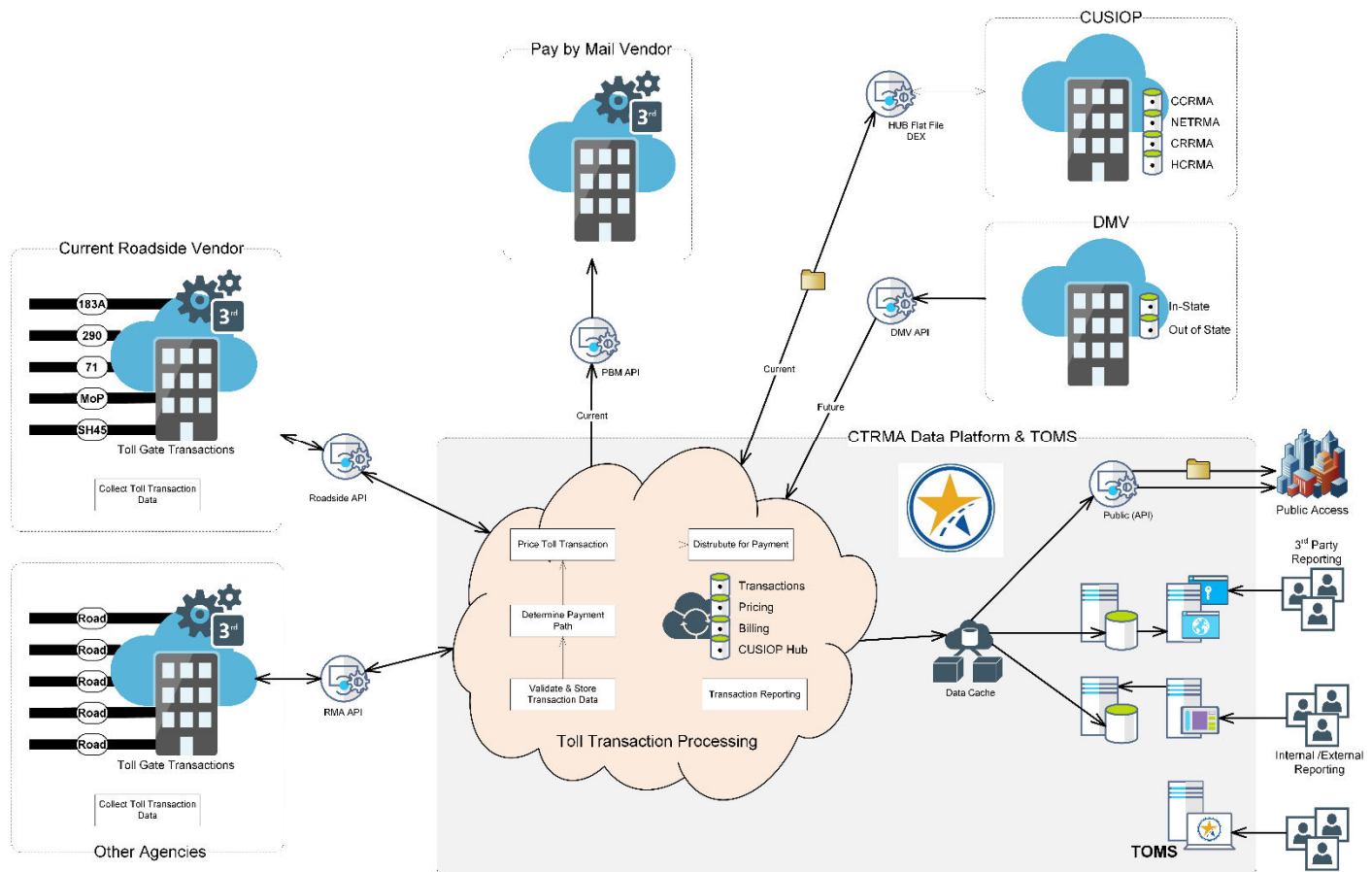

Figure 1: CTRMA DPS and TOMS Logical Architecture

The purpose of this Statement of Work ("SOW") is to define a suite of services necessary to support the development and implementation of in-scope enhancements to components of the existing TOMS Ecosystem. This SOW is intended to serve as a basis of understanding between CTRMA and a 3rd party Vendor ("Vendor") for the services contracted.

The services solicited by this SOW are detailed in Appendix 1 - Scope of Work. The selected Vendor will work at the direction and supervision of CTRMA to provide the services and work cooperatively and collaboratively with CTRMA's other consultants.

1.1.   Term

The Effective Date of this Contract is the date on which this Contract is fully executed and approved according to applicable laws, rules, and regulations. This Contract terminates on June 30, 2025, unless otherwise terminated or extended in accordance with its terms.

1.2.   General Assumptions

1.2.1.   CTRMA's development environment is currently in place and shared by multiple internal and external development teams.

1.2.2.   Vendor will provide any necessary development support tools unique to their approach and standard development methods.

2. Scope of Services

Vendor will provide the following services to CTRMA (Vendor Deliverables are noted in ***bold Italics***):

2.1.   Requirements & Design Services

CTRMA will define and document the requirements for each scoped and prioritized feature. The requirements will describe the expected functionality and may also include supporting artifacts such as logical models, information flow diagrams, and annotated wireframes. CTRMA will document all requirements artifacts within the appropriate CTRMA Jira project.

In some instances, CTRMA may provide screenshots or other representations of current state for reference but are not to be considered as future state requirements.

Vendor and CTRMA will collectively review the documented requirements and address any required clarifications.

Vendor will develop one or more designs that will provide functionality meeting the requirements defined as in scope. The initial design(s) will be presented to CTRMA for iterative review and input with the Vendor updating the initial design(s) as required. Vendor will present a final design to CTRMA that includes an estimated sprint schedule. If CTRMA approves the design and sprint schedule, the Enhancement will be moved into the Development phase.

2.1.1.   Vendor Requirements / Design Services & Deliverables
- ☑ Review and analyze requirements documentation provided by CTRMA
- ☑ Identify risks and/or constraints and present feedback to CTRMA on documented requirements
- ☑ Create one or more recommended application designs to satisfy the documented requirements
- ☑ Create visual representations of proposed solution design(s) and risks/constraints associated with each
- ☑ Include modular and scalable solution design and architecture in recommended design(s)
- ☑ Present and review draft solution design(s) and estimated Sprint schedule with risk and constrains to CTRMA
- ☑ Develop revised cost and estimated schedule to deliver CTRMA selected design(s), if necessary

☑ *Present final design and estimated sprint schedule to CTRMA for review and acceptance*

2.2. Development Services

Vendor will manage and complete all required solution development activities. Once completed, Vendor will present a development retrospective to CTRMA. Once accepted by CTRMA, the feature will be moved into the Testing phase.

2.2.1. Vendor Development Services & Deliverables

☑ Provide all application development services necessary to build the CTRMA selected design(s)
☑ Coordinate with CTRMA TOMS O&M Support to stand-up any/all necessary sandbox, development, and testing environments
☑ Manage Vendor application development resources, approach and planning
☑ Include modular, scalable, and/or re-usable code in all development where possible
☑ *Present development retrospective including summary of modular, scalable, or re-usable code applied to CTRMA for review and acceptance*

2.3. Testing Services

Vendor will develop the testing plan and facilitate all required testing for the feature. Vendor will document the tests to be completed, expected outcomes, and actual outcomes. Vendor will document, track and manage all issues identified during testing as defects through resolution. Once all testing has been successfully completed and documented, Vendor will provide a demo of the testing results and accompanying test and defect documentation to CTRMA. After CTRMA acceptance, the feature will move into the UAT phase.

2.3.1. Vendor Testing Services & Deliverables

☑ Provide all testing services necessary to ensure quality assurance for developed solution(s)
☑ Document test cases including test scenarios, expected outcomes and actual outcomes
☑ *Present documented test cases to CTRMA for review and acceptance*
☑ Complete all necessary smoke, unit, integration, functional, and performance testing to ensure solution quality assurance
☑ Coordinate with CTRMA TOMS O&M Support team to perform any/all necessary regression testing
☑ Document, track and manage all defects identified during testing using CTRMA Jira procedures
☑ *Present a testing retrospective including documented test cases and defect resolution summary to CTRMA for review and acceptance*

2.4. User Acceptance Testing (UAT) Services

CTRMA will define the UAT scripts and facilitate any required user acceptance testing. Issues identified during UAT will be documented by CTRMA and reviewed with the Vendor. For any identified issues, CTRMA will work with the Vendor to determine if the issue is a Defect or new Requirement Specification.

For issues identified as a new Requirement Specification, CTRMA will document the requirements and add them to the TOMS Backlog for future enhancement consideration.

Issues identified as Defects will be addressed by the Vendor and are considered required for final feature acceptance. All Defects will be tracked in the CTRMA Jira system in accordance with CTRMA Jira policies and procedures. Once all Defects have been resolved and any additional UAT completed, Vendor will present a retrospective and accompanying Defect documentation to CTRMA for acceptance. Accepted features will then be moved to the Release phase.

2.4.1. Vendor Services & Deliverables

☑ Document, track and manage all defects identified during UAT using CTRMA Jira procedures

☑ *Present a UAT retrospective with accompanying defect summary to CTRMA for review and acceptance*

2.5.   Release Services

Vendor will work with the CTRMA TOMS O&M Support team to incorporate the feature into a Release Plan. Once the feature has been released to the production environment, Vendor will notify CTRMA in writing and the feature has moved into the Warranty phase.

2.5.1.   Vendor Release Services & Deliverables

☑ Coordinate with the CTRMA TOMS O&M Support team to assign the solution to an appropriate production release

☑ *Provide written notice to CTRMA that the solution has been moved into the production environment*

2.6.   Warranty Services

Unless otherwise mutually agreed, the Warranty Period shall be 90 calendar days starting from the date the feature was released into production. For issues identified as Defects during the Warranty Period, the Vendor shall, at no additional charge to CTRMA, furnish such materials and services necessary to correct any Defects related to the released feature. Once the Warranty Period has ended, Vendor will present a retrospective and accompanying Warranty Period Defect summary documentation to CTRMA for acceptance.

2.6.1.   Vendor Warranty Services & Deliverables

☑ Document, track and manage all defects identified during the Warranty Period using CTRMA Jira procedures

☑ Provide all Development Services as defined in section 2.3 to resolve all defect(s) identified during the Warranty Period

☑ Provide all Testing Services as defined in section 2.4 to resolve all defect(s) identified during the Warranty Period

☑ Provide all UAT Services as defined in section 2.5 to resolve all defect(s) identified during the Warranty Period

☑ *Present a Warranty Period retrospective with accompanying defect resolution summary to CTRMA for review and acceptance*

3. Deliverables

3.1.   Description

 "Deliverables" means all materials, documents, software (if any) and any other items set forth in this Agreement that are in scope and are originally created, developed, or produced by Vendor specifically for delivery to CTRMA.

The detailed Acceptance Criteria for each Deliverable or Service will be determined and agreed to with CTRMA, prior to the commencement of work on any Deliverable or Service. Changes to this list of Deliverables and/or Acceptance Criteria, or the definition or content of such Deliverables as described by Vendor's management and delivery methods, or the party responsible for a Deliverable will be managed via the Change Process as defined in Section 4.2.

Both parties shall agree upon Acceptance Criteria consistent with the "SMART" Method of defining acceptance criteria, i.e., Specific, Measurable, Achievable, Relevant, and Time-bound. Notwithstanding the Vendor's commencement or completion of any Deliverable under this Agreement, the Vendor will not submit any Deliverable or Service to CTRMA for review and CTRMA will be under no obligation to review, Accept or Reject any Deliverable or Service until the Acceptance Criteria for that Deliverable has been defined and agreed to by both parties.

Further, the Vendor is not obligated to start work on a specific Deliverable or Work Product until the parties have agreed in writing on the Acceptance Criteria for that Deliverable or Work Product, nor is the Vendor responsible for any delays caused by a failure of CTRMA to timely agree on the Acceptance Criteria.

Formal Acceptance by CTRMA of the Deliverables and Services is the sole indication that the Deliverables or Services have been completed in accordance with this Agreement. Neither party may unreasonably withhold Formal Acceptance where the agreed upon Acceptance Criteria for the Deliverable or Service have been satisfied.

3.2. Vendor Deliverables & Payment Allocation

For each scoped and prioritized feature, the Vendor will deliver the following as Deliverables as defined in section 2: Scope of Services:

Phase	Deliverable	Payment Allocation
Requirement and Design	Present final design and estimated Sprint schedule to CTRMA for review and acceptance.	20%
Development	Present development retrospective including summary of modular, scalable, or re-usable code applied to CTRMA for review and acceptance.	20%
Testing	Present documented test cases to CTRMA for review and acceptance. Present a testing retrospective including documented test cases and defect resolution summary to CTRMA for review and acceptance.	20%
UAT	Present a UAT retrospective with accompanying defect summary to CTRMA for review and acceptance.	30%
Release	Provide written notice to CTRMA that the solution has been moved into the production environment.	
Warranty	Present a Warranty Period retrospective with accompanying defect resolution summary to CTRMA for review and acceptance.	10%

3.3. Invoices

The Vendor should invoice the CTRMA after each Payment Deliverable is accepted. CTRMA will not make partial payments for deliverable subtasks.

3.4. Acceptance Management

Acceptance by CTRMA of the project's Services and Deliverables means that the Services and Deliverables have been completed in accordance with this Agreement.

Vendor and CTRMA will agree upon acceptance criteria for the Services and each Deliverable. Acceptance criteria must be documented prior to the commencement of work on any Deliverable or Service. The parties agree to the following Acceptance Management process:

The respective Project Manager will submit a Deliverable and Service Acceptance form for each completed Deliverable or Service to the designated Approver.

1. The following Acceptance Definitions apply to this SOW:

    a. *Accepted*: The deliverable is approved 'As Is' and is considered complete.

b. *Rejected*: Does not meet Acceptance criteria and is returned for remediation (see below requirements for Rejected).

c. *Conditional Acceptance*: Is considered Accepted (for invoicing purposes only) under the condition that minor modifications and or updates that do not impact the holistic content of the Deliverable (See below requirements for Conditional Acceptance)

2. CTRMA approver will Accept (by written notice of Acceptance or Conditional Acceptance) or reject the Services and/or Deliverable within five (5) business days from the receipt of the acceptance form from the Vendor Project Manager.

3. If CTRMA approver does not accept or reject the Deliverables and/or Services within five (5) business days from the receipt of the acceptance form from the Vendor Project Manager and does not communicate a reasonable timeframe in which a decision will be made, the Deliverables and Services will be considered accepted.

   a. Work will progress to maintain the established project schedule, with the understanding that any changes to an Accepted Deliverable or Service may constitute a change in scope, and for any change that is determined to be a change in scope the parties will invoke the Escalation Process (See Issues Management).

   b. A Change Order may result if modifications to the Accepted Deliverable or Service are required, and those modifications affect Accepted or in-progress project work.

4. If CTRMA approver Conditionally Accepts a Deliverable or Service, the cause for the Conditional Acceptance and any known defects CTRMA wants to be addressed will be documented by CTRMA and provided to the Vendor in a notice of Conditional Acceptance as set forth in 3 above. The Vendor will correct or revise the Deliverable or Service, as applicable, and resubmit to CTRMA for review within five (5) business days from the receipt of CTRMA's notice of Conditional Acceptance or such other time as agreed upon in writing between the parties, unless the Vendor is not in agreement with the Conditional Acceptance, in which case the parties will invoke the Escalation Process as set forth in this Amendment. A Deliverable or Service is deemed complete when CTRMA has formally Accepted the Service or Deliverable under the process set forth in this section.

5. If CTRMA rejects any Services or Deliverable, the cause for rejection and all non-conformities and defects to be addressed must be documented by CTRMA and provided to Vendor for Vendor to correct or revise. The Vendor will correct or revise the Deliverable or Service, as applicable, and resubmit to CTRMA for review withing five (5) business days from receipt of CTRMA's notice of Rejection or such other time as agreed upon in writing between the parties, unless the Vendor is not in agreement with the Rejection, in which case the parties will invoke the Escalation Process set forth in this Amendment. Any Services and Deliverables are deemed complete upon re-performance and/or resubmission of the corrected or revised Services or Deliverable by Vendor to CTRMA.

The following person(s) has been designated as the CTRMA approver of Deliverables and Services for the project:

Name: *Greg Mack*
Title: *Director of Information Technology and Tolling*

4. Project Governance

4.1. Project Issues Management

Throughout the Term of the Agreement, issues may arise requiring further information or a decision for resolution. The project team's objective is to resolve all issues at the lowest level possible. When an issue cannot be resolved at the project team level, the following escalation path will be followed. Each contact shall have the amount of time indicated

in the "Response Time" column for bringing resolution to the issue, prior to the issue being escalated to the next contact level.

Table 1: Escalation Contacts

Tier	Vendor	CTRMA	Response Time
First Level Contact	*Name, Title*	Name, Title	Three (3) business days
Second Level Contact	*Name, Title*	Name, Title	Three (3) business days
Third Level Contact	*Name, Title*	Name, Title	Three (3) business days

Should no resolution be reached after following this escalation path, either party may terminate this Agreement as a termination for convenience subject to the Early Termination provisions defined herein, and/or to the dispute resolution process defined in the Agreement, if any, and exercise any other rights and remedies available at law or in equity.

4.2. Change Process

The following Change Process will be used to manage all alterations to this Agreement. Examples of alterations include but are not limited to: changes in scope, to Deliverables (including accepted Deliverables), to the schedule and to costs occurring for any reason, including failure of CTRMA to fulfill its roles and responsibilities, unforeseen events, delays caused by CTRMA, and inaccurate assumptions and dependencies. Vendor will not perform services not described in this Agreement until a Change Order has been approved.

4.2.1. Change Order Process

1. Either party shall notify the other of requested changes by completing a "**Change Order**" ("**CO**") form that provides justification for the change and the proposed impact to the scope, schedule, and cost.

2. If CTRMA initiates the CO, Vendor will respond to the CO with the impact to the scope, schedule, and cost, also referred to as a CO in this process.

3. The CTRMA approver will approve or reject the requested Change Order within five (5) business days from the receipt of the CO form.

4. If the CTRMA approver does not approve or reject the requested Change Order within five (5) business days from the receipt of the CO form and does not communicate a reasonable timeframe in which a decision will be made, the requested Change Order will be considered deferred:

    a. The CO status will be logged, tracked, and managed as a 'deferred' request.

    b. Services will progress without incorporating the requested change into the work plan.

    c. Where an approval or rejection decision is necessary for the Services under this Agreement to progress, Vendor and CTRMA will use the Issues Management process above.

5. For COs outside the stated project scope, CTRMA will authorize budget allowance and payment, on a time and materials basis, for Vendor to perform the initial analysis of a requested change.

6. Vendor shall coordinate any changes in hardware, network, software, configuration, or Services with CTRMA. CTRMA may defer the change based on impact to business operations.

7. Vendor and CTRMA shall work in good faith to resolve disputes regarding the In-Scope or Out-of-Scope classification of work, using the Issues Management process above.

4.2.2. Change Order Approvals

The following persons are responsible for obtaining signature approval of Change Orders for the engagement:

	Vendor	CTRMA
Name	*Name*	Greg Mack
Role	*Role*	Director of IT and Tolling

4.3. Unforeseen Conditions and Events

If unforeseen conditions are discovered or unforeseen events occur that materially affect the original scope of work, Vendor will work with CTRMA to adjust the scope, cost and schedule of this Agreement using the above Change Process or to terminate this Agreement without penalty.

4.4. Delays and Extensions

Vendor has a limited ability to mitigate the impact of delays caused by CTRMA or by events outside Vendor's control. Vendor's rates, prices, and schedules do not include a contingency for the cost and schedule impacts of such delays.

Vendor will notify CTRMA promptly upon discovery of any delay caused by CTRMA or caused by events outside CTRMA's or Vendor's control and Vendor will work with CTRMA to mitigate the cost and schedule impacts; however, Vendor will be entitled to adjust the schedule accordingly and shall inform CTRMA of any charges for additional work caused by such delays. Vendor will submit a Change Order for required cost and schedule adjustments. Vendor reserves the right to amend any Change Order to address the cumulative impacts of subsequent delays.

5. Payment Terms

Payment Terms shall be governed by and in accordance with active Vendor DIR Contract.

6. Additional Terms and Conditions

CTRMA reserves the rights with respect to this SOW to:

1. Modify, withdraw, or cancel this SOW in whole or in part at any time prior to the execution of the Contract by CTRMA, without incurring any costs obligations or liabilities.
2. Issue a new SOW after withdrawal of this SOW.
3. Accept or reject any and all submittals and responses received at any time.
4. Modify dates set or projected in this SOW.
5. Terminate evaluations of responses received at any time.
6. Require confirmation of information furnished by a Vendor, require additional information from a Vendor concerning its response, and require additional evidence of qualifications to perform the work described in this SOW.
7. Seek or obtain data from any source that has the potential to improve the understanding and evaluation of the responses to this SOW.

8. Waive any weaknesses, informalities, irregularities or omissions in a response, permit corrections, and seek and receive clarifications to a response.
9. Accept other than the lowest priced response.
10. Issue addenda, supplements, and modifications to this SOW.
11. Disqualify any Vendor that changes its response without CTRMA approval.
12. Modify the SOW process (with appropriate notice to Vendors).
13. Establish a competitive range, hold discussions and/or request Best and Final Offer (if required).
14. Approve or disapprove changes to the Vendor teams.
15. Revise and modify, at any time before the submission deadline, the factors it will consider in evaluating Vendors, and to otherwise revise or expand its evaluation methodology. If such revisions or modifications are made, CTRMA shall circulate an addendum to all Vendors setting forth the changes to the evaluation criteria or methodology. CTRMA may extend the submission deadline if such changes are deemed by CTRMA, in its sole discretion, to be material and substantive.
16. Hold meetings, conduct discussions, and communicate with one or more of the Vendors responding to this SOW to seek an improved understanding and evaluation of the response.
17. Add or delete work to/from the scope of services.
18. Negotiate with one or more Vendors concerning its response and/or the Contract.
19. Suspend and/or terminate negotiations at any time, elect not to commence negotiations with any responding Vendor and engage in negotiations with other than the highest ranked Vendor.
20. Retain ownership of all materials submitted in hard-copy and/or electronic format.
21. Exercise any other right reserved or afforded to CTRMA under this SOW.
22. Vendor responses received become the property of CTRMA.

This SOW does not commit CTRMA to enter into a contract or proceed with the procurement described herein. CTRMA assumes no obligations, responsibilities, and liabilities, fiscal or otherwise, to reimburse all or part of the costs incurred or alleged to have been incurred by parties responding to this SOW. All such costs shall be borne solely by the Vendor. In no event shall CTRMA be bound by, or liable for, any obligations with respect to the procurement until such time (if at all) as a Contract, in form and substance satisfactory to CTRMA, has been authorized and executed by CTRMA and, then, only to the extent set forth herein. CTRMA makes no representation that the Contract will be awarded based on the requirements of this SOW. Vendors are advised that CTRMA may modify the procurement documents at any time.

7. Compliance with CTRMA Information Security Guidelines

The Vendor shall become familiar with and adhere to CTRMA's Information Security policies. Consultants that have access to CTRMA IT environments will be required to sign a user acknowledgement and agree to comply with the CTRMA Information Security Policy (Appendix E)

8. Location of Work, Hours and Conditions

Given the dynamic health advisory climate, where possible, project work will be performed at the Vendor's resource center. Depending upon the nature of a particular deliverable, CTRMA may supply access to Vendor resources and temporary on-site workspace and/or access to facilities required for performing assigned tasks. Space will be provided for Vendors with staff working on-site. CTRMA's normal work hours on the Project are a standard 5-day workweek, excluding US National holidays.

9. Vendor Response

The following information shall be provided in the Vendor's Response:

9.1. General Guidelines.

i. All written responses must be phrased in terms and language that can be easily understood by non-technical personnel (e.g., laypersons without subject matter expertise)

ii. All document deliverables must be in formats (hard copy and electronic) as specified by the Customer - at a minimum, the formats must be in industry accepted standards (e.g., MS Word, MS PowerPoint, MS Project)

iii. The Vendor must demonstrate its knowledge and expertise of the environment (e.g., platforms, software, applications, network, tools, etc.).

9.2. Staff Capabilities

Vendor staff capabilities specific to this SOW:

i. Organization chart

ii. Management team resumes

iii. Key personnel resumes, illustrating the qualifications of each to perform the services described in this SOW including expertise in Agile development methodology and processes.

9.3. Vendor History and Experience

Vendor shall provide evidence of its services capabilities, including but not limited to:

i. Description of three (3) projects of similar size and scope that Vendor has conducted within the past five (5) years.
   a. Brief project description, including the experience with providing similar systems and services.
   b. Project location
   c. Client name
   d. Client contact (name, telephone & email)
   e. Status: Active, Completed, Maintenance, Terminated, other
   f. Project innovation that has been evaluated and implemented
   g. Start date (Notice to Proceed)
   h. Completion date of project implementation (if completed)
   i. The client contact names provided will be used as reference checks by the CTRMA Evaluation Committee. Inaccurate contact information may result in disqualification.

ii. Vendor shall include an outline of its capability to deliver the required services, including process, functional and technical expertise.

iii. Vendor may also include the types of information that it anticipates providing as part of each deliverable.

9.4. Project Work Plan

Vendor shall provide a draft high-level project work plan addressing the tasks specified in the SOW, which shall include:

i. A description of key activities and milestones.

ii. A detailed methodology description of the Vendor's approach to analyze, assess, validate, document and complete each sprint/iteration.

iii.   A description of the resources necessary from CTRMA to support the process, including estimates of time
        needed from CTRMA's subject matter experts and high-level analysis of data gathering requirements.
iv.   Any assumptions and dependencies of the project.

9.4.1.   Sample Project Plan

No	Item	Date/Sprint(s)	Comments
1	Ability to View TOMS Users in the TOMS UI		
2	Ability to View TOMS Roles in the TOMS UI		
3	Ability to Create TOMS Users and Assign Roles		
4	Ability to Create TOMS Roles and Assign Permissions		
5	Ability to Export Users and Roles to a formatted Excel template		

9.5.   Additional Considerations

i.   Vendor shall indicate their agreement to comply with the confidentiality and non-disclosure requirements
        stated in this SOW.
ii.   All written deliverables must be phrased in terms and language that can be easily understood by non-technical
        personnel (e.g., laypersons without subject matter expertise)
iii.   All items of this agreement shall be done in accordance with the Service Level Agreement.
iv.   CTRMA may request oral presentations.

9.6.   Pricing

The main purpose of this section is to detail the pricing for the deliverables-based services. Vendor should also provide a
summary of any assumptions and exclusions.

9.6.1.   Sample Pricing Table

No	Item	Price
1	Ability to View TOMS Users in the TOMS UI	
2	Ability to View TOMS Roles in the TOMS UI	
3	Ability to Create TOMS Users and Assign Roles	
4	Ability to Create TOMS Roles and Assign Permissions	
5	Ability to Export Users and Roles to a formatted Excel template	

10.   Schedule of Events and Response Guidelines:

The following dates represent CTRMA's desired schedule of events associated with this Statement of Work inquiry.
CTRMA reserves the right to modify these dates at any time, with appropriate notice to prospective Vendors.

Event	Date
SOW Released	*March 25, 2024*
Questions due to CTRMA at DataPlatformProcurement@CTRMA.org	*5 business days later*
Pre-submission Bidders Conference (Attendance Optional)	*3 business days after SOW released*
Last Day Responses to Questions will be provided	*2 days after questions due*
Qualification Statements Due	*3 weeks after SOW release*
Oral Presentations (Optional)	*One week after statements due*
Formal Notice of Selection of Qualified Contractors	*August 2024*

11. Response Evaluation Criteria

(The following criteria are examples that could be used in determining the best fit.)

    i.   Technical Approach to Agile methodology (overview of performance-based solution and quality control and performance measurement approach)

    ii.   Method for planning and sizing of work to be performed

    iii.   Project Work Plan

    iv.   Vendor History and Experience (including references).

12. Additional Agreements

The selected vendor will comply with additional agreements as drafted below

12.1. DIR Vendor Agreement

This is to signify that the Central Texas Regional Mobility Authority and _____ have entered into an Agreement in an amount not to exceed _____ pursuant to Texas Government Code Section 2054.0565 utilizing Texas Department of Information Resources Contract No. #_____ for the deliverable-based information technology services described in this proposal. All terms and conditions of Texas Department of Information Resources Contract No. #_____ are applicable to and made part of this agreement.

12.2. Public Records Act Agreement

Contractor acknowledges and agrees that all records, documents, drawings, plans, specifications and other materials in the Authority's possession, including materials submitted by Contractor, are subject to the provisions of the Texas Public Information Act (see Texas Government Code § 552.001). Contractor shall be solely responsible for all determinations made by it under such law, and for clearly and prominently marking each and every page or sheet of materials with "Trade Secret" or "Confidential", as it determines to be appropriate. Contractor is advised to contact legal counsel concerning such law and its application to Contractor.

If any of the materials submitted by the Contractor to the Authority are clearly and prominently labeled "Trade Secret" or "Confidential" by Contractor, the Authority will endeavor to advise Contractor of any request for the disclosure of such materials prior to making any such disclosure. Under no circumstances, however, will the Authority be responsible or liable to Contractor or any other person for the disclosure of any such labeled materials, whether the disclosure is required by law, or court order, or occurs through inadvertence, mistake or negligence on the part of the Authority or its officers, employees, contractors or consultants.

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13. Appendix 1 - Scope of Work

13.1. Requirements (User Stories)

13.1.1. Ability to View TOMS Users in the TOMS UI

As a TOMS Administrator
I want to view Users and their Assigned Roles
So I can understand which Roles each User is assigned to

ACCEPTANCE CRITERIA
Given I am authenticated and on the TOMS Home Page
When I click on the Menu
Then an option to navigate to the TOMS User and Admin page(s) will be available
And selecting the menu item will navigate me to the User Main Page
And the view will contain a single User table with:
- User Name (sortable)
- User Email (sortable)
- Agency(s) (sortable, filterable)
- Date Created (sortable)
- Created By (sortable, filterable)
- Date Modified (sortable)
- Modified by (sortable, filterable)

When I select an Agency from the Global Agency Filter
Then Users displayed in the User table will filter the records for the selected Agency

Given I am viewing the User Main Page
When I select a User
Then it will navigate me to the User Summary Page
Where the properties of the currently selected User will appear in form format in the left window pane
Where the Main User table would appear in the right window pane
When I select a different User in the Main User Table
Then the left window pane will update to show the properties of the newly selected User
When I select an Agency from the Global Agency Filter
Then Users displayed in the User table will filter the records for the selected Agency
When I click the Back link
Then I will navigate to the User Main Page

Given I am viewing the TOMS User Summary Page
When I click the View Details link
Then it will navigate me to the User Details Page
Where the properties of the currently selected User will appear in form format in the left window pane
Where the Assigned Roles table would appear in the right window pane
And the Assigned Roles table will contain:
- Agency (sortable)
- Role Name (sortable)
- Date Added (sortable)
- Role Description

When I select an Agency from the Global Agency Filter
Then Roles displayed in the Assigned Roles table will filter the records for the selected Agency

When I click the Back link
Then I will navigate to the User Summary Page
When I click the Role Name link
Then a new session will open
Then I will navigate to the Role Details Page of the selected Role in the new session

13.1.2.   Ability to View TOMS Roles in the TOMS UI

As a TOMS Administrator
I want to view Roles and their Assigned Permissions
So I can understand which Permissions are assigned to each Role

ACCEPTANCE CRITERIA
Given I am authenticated and on any TOMS User page
When I click on the Roles link
Then I will navigate to the TOMS Roles Main Page
And the view will contain a single Role table with:
- Role Name (sortable)
- Agency(s) (sortable)
- Date Created (sortable)
- Created By (sortable, filterable)
- Date Modified (sortable)
- Modified by (sortable, filterable)

When I select an Agency from the Global Agency Filter
Then the Roles displayed in the Roles table will filter the records for the selected Agency

Given I am viewing the TOMS Role Main Page
When I select a Role
Then it will navigate me to the Role Summary Page
Where the properties of the currently selected Role will appear in form format in the left window pane
Where the Main Role table would appear in the right window pane
When I select a different Role in the Main Role Table
Then the left window pane will update to show the properties of the newly selected Role
When I select an Agency from the Global Agency Filter
Then the Roles displayed in the Role table will filter the records for the selected Agency
When I click the Back link
Then I will navigate to the Role Main Page

Given I am viewing the Role Summary Page
When I click the View Details link
Then it will navigate me to the Role Details Page
Where the properties of the currently selected Role will appear in form format in the left window pane
Where the Assigned Permissions table would appear in the right window pane
And the Assigned Permissions table will contain:
- Agency (sortable)
- Permission (sortable)
- Date Added (sortable)
- Permission Description

When I select an Agency from the Global Agency Filter
Then Permissions displayed in the Assigned Permissions table will filter the records for the selected Agency

When I click the Back link
Then I will navigate to the Role Summary Page

13.1.3. Ability to Create TOMS Users and Assign Roles

As a TOMS Administrator
I want to Create Users and assign Roles to them
So I can manage TOMS user access permissions

ACCEPTANCE CRITERIA
Given I am authenticated and on any TOMS User page
When I click on the +New User button
Then the Create User page will open
Where the properties of the new User will appear in form format in the left window pane
And the new User form will contain:
- User Name (required), pull-down list of available Users
- User Email (required), pull-down list of available User Emails
- Date Created (non-editable)
- Created By (non-editable)
- Date Modified (non-editable), null until first edit
- Modified by (non-editable), null until first edit
- Assign Agencies, list of agencies available to the User (multi-select), limited by User access controls
- Assign Roles, list of roles related to selected Agencies (multi-select)
- Cancel button
- Save button (available only when all required fields are populated

Where the Assigned Roles table would appear in the right window pane
And the view will contain a single unpopulated Role table with:
- Agency(s)
- Role Name
- Date Added
- Role Description

When I select an Agency from the Assign Agency field
Then the Assign Roles field will populate with the Roles associated to the selected agencies

When I click the Save button
Then the User and associated roles will be saved in the system
And I will navigate the User Details Page of the newly created User

13.1.4. Ability to Create TOMS Roles and Assign Permissions

As a TOMS Administrator
I want to Create Roles and assign Permissions to them
So I can manage TOMS user access permissions

ACCEPTANCE CRITERIA
Given I am authenticated and on any TOMS Role page
When I click on the +New Role button
Then the Create Role page will open
Where the properties of the new Role will appear in form format in the left window pane
And the new User form will contain:

Role Name (required)

- Role Agency (required), pull-down list of available Agencies
- Date Created (non-editable)
- Created By (non-editable)
- Date Modified (non-editable), null until first edit
- Modified by (non-editable), null until first edit
- Assign Permissions, list of permission available to the User (multi-select), limited by User access controls
- Cancel button
- Save button (available only when all required fields are populated)

Where the Assigned Permissions table would appear in the right window pane
And the view will contain a single unpopulated Permissions table with:

- Agency(s)
- Permission Name
- Permission Description

When I select an Agency from the Agency field
Then the Assign Permissions field will populate with the permissions associated to the selected agency

When I click the Save button
Then the Role and associated Permissions will be saved in the system
And I will navigate the Role Details Page of the newly created Role

13.1.5. Ability to export User and Roles to a formatted Excel template

When I am viewing User or Role information
I want to export the data to Excel
So I can analyze and consume the data outside of TOMS

ACCEPTANCE CRITERIA
Given I am authenticated and in the TOMS User or Role views
When I select the download to Excel button
Then a download function would execute
And it would provide a formatted Excel file with the relevant User, Role, and/or Permission data

See Attached Templates:

Export Users.xlsx	Export User Details.xlsx	Export Roles.xlsx	Export Role Details.xlsx

13.2. Wireframes

CTRMA Users and
Roles Wireframes v1

IN WITNESS WHEREOF, the parties have caused this SOW to be executed as of the date signed by the Central Texas Regional Mobility Authority and written below.

SISTEMA TECHNOLOGIES, INC.

CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY

(Signature)	(Signature)

Joe Vallejo	James M. Bass
(Printed Name)	(Printed Name)

President	Executive Director
(Title)	(Title)

(Date)	(Date)

DIR Vendor Agreement

This is to signify that the Central Texas Regional Mobility Authority and Sistema Technologies, Inc. have entered into a one-year Agreement **in an amount not to exceed $88,000.00** pursuant to Texas Government Code Section 2054.0565 utilizing Texas Department of Information Resources Contract No. #DIR-CPO-4937 for the Microsoft Enterprise Agreement services described in this proposal. All terms and conditions of Texas Department of Information Resources Contract No. #DIR-CPO- 4937 are applicable to and made part of this agreement.

SISTEMA TECHNOLOGIES, INC.　　　　　　　**CENTRAL TEXAS REGIONAL**
　　　　　　　　　　　　　　　　　　　　　　　　　　　　　MOBILITY AUTHORITY

Joe Vallejo　　　　　　　　　　　　　　　　　　James M. Bass
President　　　　　　　　　　　　　　　　　　　Executive Director

Date　　　　　　　　　　　　　　　　　　　　　Date

Public Records Act Agreement

Contractor acknowledges and agrees that all records, documents, drawings, plans, specifications and other materials in the Authority's possession, including materials submitted by Contractor, are subject to the provisions of the Texas Public Information Act (see Texas Government Code § 552.001). Contractor shall be solely responsible for all determinations made by it under such law, and for clearly and prominently marking each and every page or sheet of materials with "Trade Secret" or "Confidential", as it determines to be appropriate. Contractor is advised to contact legal counsel concerning such law and its application to Contractor.

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SISTEMA TECHNOLOGIES, INC.   **CENTRAL TEXAS REGIONAL
                                                 MOBILITY AUTHORITY**

_____   _____
Joe Vallejo   James M. Bass
President   Executive Director

_____   _____
Date   Date