

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

**RESOLUTION NO. 25-072**

**APPROVING AN AMENDMENT TO THE AGREEMENT WITH  
FREEIT DATA SOLUTIONS, INC. TO PROVIDE INFORMATION TECHNOLOGY  
CONSULTANT SERVICES**

WHEREAS, by Resolution No. 24-005, dated January 31, 2024, the Mobility Authority Board of Directors approved an agreement with Freeit Data Solutions, Inc. (Agreement) for information technology consultant services through Texas Department of Information Resources (DIR) Contract No. DIR-CPO-4863 in an amount not to exceed \$1,000,000; and

WHEREAS, the term of the Agreement is two years, from February 1, 2024 to January 31, 2026, with three potential 1-year extensions; and

WHEREAS, the Board of Directors believes that the Mobility Authority continues to benefit from continued information technology consultant services under the Agreement and desires to extend the term of the Agreement for an additional year, such that the Agreement shall expire on January 31, 2027 and the not to exceed amount would increase to \$1,383,681.00.

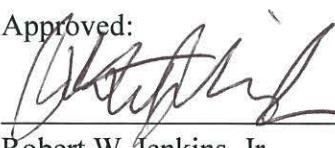
NOW THEREFORE, BE IT RESOLVED that the Board of Directors hereby authorizes the Executive Director to execute an extension with Freeit Data Solutions, Inc. to extend the term of the Agreement to expire on January 21, 2027 in the form or substantially the same form attached hereto as Exhibit A and increase the not to exceed amount under the Agreement to \$1,383,681.00.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 17<sup>th</sup> day of December 2025.

Submitted and reviewed by:

  
James M. Bass  
Executive Director

Approved:

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

**Exhibit A**



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

## **Statement of Work**

### **Information Technology Consultant Services**

**January 2, 2024**

**Amended December 17, 2025**

**Rate Change effective February 1, 2026**

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

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 December 17, 2025**  
**Effective February 1, 2026**

### Monthly Recurring Services

SKU	DESCRIPTION	Qty	Amount	TOTAL
SIGIG-RTNR-45	Monthly Retainer (hours)	80	\$180.00	\$14,400.00
SIGIG-SVC-BO365	Monthly Backup for Microsoft Office 365 (per account)	69	\$2.75	\$189.75
SIGIG-SVC-VOBC	Monthly Veeam Offsite Backup Copy (per TB)	5	\$50.00	\$250.00
SIGIG-SVC-VOPB	Monthly Veeam On-premise Backup (per VM)	18	\$50.00	\$900.00
SIGIG-SVC-NC-SVR	Monthly N-Central Server (per device)	37	\$18.00	\$666.00
SIGIG-SVC-NC-WRK	Monthly N-Central Workstation (per device)	84	\$3.60	\$302.40
SIGIG-SVC-DR-HA	Monthly Disaster Recovery/High Availability Service	1	\$2,100.00	\$2,100.00
FDSIG-SVC-KB4-M	Monthly Security Awareness Training Service (per user)	45	\$2.00	\$90.00
FDSIG-SVC-PT	Annual Penetration Testing (billed monthly)	1	\$1,575.00	\$1,575.00
SISEC-CS-NM	Monthly Cybersecurity Services - Network Monitoring	1	\$2,402.40	\$2,402.40
SISEC-CS-EP	Monthly Cybersecurity Services - Endpoint Protection (per endpoint)	90	\$21.00	\$1,890.00
Monthly Subtotal				\$24,765.55
FREEIT PROCESSING FEE on Monthly Total		6.75%		\$1,671.67
Monthly Total				\$26,437.22
Yearly Subtotal (12 months)				\$317,246.70

### Annual Reimbursement

SKU	DESCRIPTION	Qty	Amount	TOTAL
	Asset Tiger (annual)	1	\$440.00	\$440.00
	MyWorkDrive	1	\$3,000.00	\$3,000.00
	Abnormal Email Security (annual)	1	\$26,900.00	\$26,900.00
FREEIT PROCESSING FEE on Annual Total		4.00%		\$1,213.60
Annual Subtotal				\$31,553.60
<b>ANNUAL TOTAL</b>				<b>\$348,800.30</b>

## **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<sup>th</sup> Saturday - 2am
  - Retention Policy - 12 Restore Points
  - CTRMA-File
- CTRMA Long-Term DMZ Storage Backup – Monthly – 4<sup>th</sup> 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
    - ArcGISServer-02
    - ArcGISDesktop-02
    - ArcGISDataStore-02
    - ArcGIDataStore

#### **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

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Core Assets/Documentation

Sigma Information Group, Inc. | Central Texas Regional Mobility Authority | Dec 06, 2023 - 01:39pm

IN WITNESS WHEREOF, the parties have caused this SOW to be executed as of the date signed by the CTRMA and written below.

**FREEIT DATA SOLUTIONS, INC.**

Dulari Christierson  
Chief Operating Officer

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Date

**CENTRAL TEXAS REGIONAL  
MOBILITY AUTHORITY**

James M. Bass  
Executive Director

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Date

## DIR Vendor Agreement

This is to signify that the Central Texas Regional Mobility Authority and Freeit Data Solutions, Inc. have entered into a two-year Agreement and a one year extension, for a total of three (3) years, **in an amount not to exceed \$1,383,681.00** pursuant to Texas Government Code Section 2054.0565 utilizing Texas Department of Information Resources Contract No. DIR-CPO-4863 for the deliverable-based information technology services described in this proposal. All terms and conditions of Texas Department of Information Resources Contract No. DIR-CPO-4863 are applicable to and made part of this agreement.

**FREEIT DATA SOLUTIONS, INC.**

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Dulari Christierson  
Chief Operating Officer

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Date

**CENTRAL TEXAS REGIONAL  
MOBILITY AUTHORITY**

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James M. Bass  
Executive Director

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Date