

TEXAS DEPARTMENT OF TRANSPORTATION  
GENERAL SERVICES DIVISION

SPECIFICATION NO.  
TxDOT 920-47-50  
DATED: OCTOBER 2008

ON-SITE HELP DESK SOLUTION, INFORMATION TECHNOLOGY (IT)  
ASSET MANAGEMENT AND IT SYSTEM ADMINISTRATION SERVICES

PUBLICATION

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1. SCOPE: This solicitation is a Request for Offer (RFO) for on-site help desk solution, IT asset management and IT system administration services for TxDOT's Turnpike Authority (TTA) division and Customer Service Center (CSC). The vendor shall support TTA CSC personnel, administrative staff, toll plaza personnel, and contractors. TxDOT is seeking a solution using commercial off-the-shelf (COTS) software configured to meet TxDOT's needs. TxDOT requires the solution to provide:
  - 1.1. A comprehensive help desk software solution that includes a trouble ticket generator, integrated software, and hardware inventory support.
  - 1.2. Staff to receive and process help desk tickets submitted by phone, e-mail, or in person.
  - 1.3. Asset management services to conduct IT inventory audits and maintain the inventory in the help desk software.
  - 1.4. System administration services to consist of basic network, desktop, and server support.
2. DEFINITIONS OF TERMS AND ACRONYMS
  - 2.1. CITRIX – TxDOT's mainframe client
  - 2.2. DPS – Department of Public Safety
  - 2.3. EIN – Employer Identification Number
  - 2.4. IP – Intellectual Property
  - 2.5. NTP – Notice to Proceed
  - 2.6. POCN – Purchase Order Change Notice
  - 2.7. QA/QC – Quality Assurance/Quality Control
  - 2.8. VPN – Virtual private network

- 2.9. VTX – Customer Service Center software system
- 2.10. XOOPS – Brand name of the open source helpdesk application currently used
3. APPLICABLE LAWS AND STANDARDS: The respondent shall provide service in accordance with all federal, state and local applicable laws, standards and regulations necessary to perform the services. The proposed solution shall comply with TxDOT Core Technology Architecture: Version 5.4, July 2008 excluding Applix software.
4. CURRENT ENVIRONMENT: TTA operates a manual help desk that leverages standard Microsoft Office™ applications and an open source help desk application called Xoops. User groups include:
- 4.1. ADMINISTRATIVE STAFF: TTA's administrative staff consists of ten employees that collectively direct all business and operations decisions. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. TTA's administrative staff uses the CITRIX Mainframe Client.
- 4.2. CSC STAFF: The CSC staff consists of approximately 150 people and is responsible for all CSC operations including vehicle image review, call center operations, payment processing, and quality control. Normal business hours are 7:00 a.m. to 7:00 p.m., Monday through Friday and 9:00 a.m. to 6:00 p.m. on Saturday. CSC staff uses the VTX application (a custom customer account application for tolling agencies), Cisco IVR Desktop Agent, the VTX Image Review application, and VTX QA/QC applications.
- 4.3. TOLL COLLECTION STAFF: The toll collection staff consists of approximately 100 people that are responsible for roadway operations, i.e. toll collectors, supervisory and management staff. The toll collection staff operates in multiple shifts, 24 hours per day, seven days per week.
- 4.4. TXDOT CONTRACTORS: TxDOT contractors, approximately 80 people, support TTA in various roles. Major tasks include software development, quality control, project oversight, and general consulting services. TxDOT contractors' business hours vary depending on which TTA department is supported, but are generally 8:00 a.m. to 5:00 p.m., Monday through Friday. TxDOT's contractors use Nortel and Cisco VPN client software.
5. RESPONDENT QUALIFICATIONS: The respondent shall:
- 5.1. Be a company engaged in the business of providing help desk, asset management services, and general system administration services for a minimum of three years within the last five years. Recent start-up businesses do not meet the requirements of this solicitation. A start-up business is defined as a new company that has no previous operational history or expertise in the relevant business and is not affiliated with a company that has that history or expertise.
- 5.2. Have a minimum of three years within the last five years managing at least one customer with a minimum of 200 desktops.

- 5.3. Be in good financial standing, not in any form of bankruptcy, current in payment of all taxes and fees such as state franchise fees. TxDOT reserves the right to request a copy of the respondent's audited or un-audited financial statement.

When financial statements are requested, TxDOT will review the respondent's audited or un-audited financial statement to this solicitation in accordance with Texas Government Code, Title 10, Subtitle D, Section 2156.007 to evaluate the sufficiency of the respondent's financial resources and ability to perform the purchase order or provide the service required in the solicitation. TxDOT will be the sole judge in determining the sufficiency of the respondent's financial resources and ability to perform the purchase order or provide the service. Factors to be reviewed include:

- 5.3.1. Balance sheets.
- 5.3.2. Net working capital.
- 5.3.3. Current asset ratio.
- 5.3.4. Liquidity ratio.
- 5.3.5. Auditor(s) notes.
- 5.3.6. Any notes to the financial statements.

6. KEY PERSONNEL QUALIFICATIONS: The respondent shall provide the following key personnel:

- 6.1. **PROJECT DIRECTOR**: The Project Director shall have a minimum of five years experience within the last ten years managing or directing help desk services projects or similar work.
- 6.2. **PROJECT MANAGER**: The Project Manager shall have a minimum of five years experience within the last ten years managing help desk services and a staff comparable to what is necessary for this project.

7. VENDOR REQUIREMENTS

7.1. GENERAL

- 7.1.1. The vendor shall adhere to the TxDOT Terms and Conditions identified on the solicitation.
- 7.1.2. The vendor shall begin work no later than 15 days after award of the purchase order.

7.2. PERSONNEL

- 7.2.1. The vendor shall provide all personnel necessary to provide the services described in this solicitation and meet the performance requirements.
- 7.2.2. The duties of help desk operations personnel and system implementation personnel shall not overlap.
- 7.2.3. The vendor shall provide required training for help desk operations personnel throughout the term of the purchase order to fulfill the service requirements and meet TxDOT performance requirements.

7.3. DRESS AND CONDUCT

- 7.3.1. The vendor's personnel and subcontractors' personnel shall be properly and professionally attired when on the job.
- 7.3.2. The vendor's personnel and subcontractors' personnel shall conduct themselves in a manner that is in compliance with all applicable TxDOT policies, rules, and safety codes.

7.4. TRANSPORTATION

- 7.4.1. The vendor shall provide all vehicles required to perform the work under the purchase order.
- 7.4.2. The vendor's vehicles shall not display any special identification unless approved by TxDOT.
- 7.4.3. The vendor shall be responsible for all tolls incurred while performing work under the purchase order.
- 7.4.4. The vendor shall provide to TxDOT annually proof of vehicle registration, license plate number, inspection information, insurance certificates, and other pertinent information for all vehicles used by the vendor under the purchase order.

7.5. TOOLS AND EQUIPMENT: The vendor shall provide:

- 7.5.1. Email capable cellular phones and other basic tools and equipment necessary for the work performed under this purchase order.
- 7.5.2. Software and hardware required to remotely support operations outside of TxDOT's business hours. Hardware and software may include but not limited to laptops, broadband cards, and other related items (Ref. Para. 17.2.)

7.6. SECURITY: The vendor's personnel and subcontractors' personnel shall visibly wear TxDOT-issued identification badges while on TxDOT property. The vendor shall abide by TxDOT security guidelines for remote access.

7.7. BACKGROUND CHECK: The vendor shall conduct statewide DPS criminal and sex offender background checks on all vendor's permanent and temporary personnel scheduled to work on TxDOT projects prior to beginning service start-up. Upon award, supporting documentation confirming the completion of these comprehensive background checks may be subject to review upon request by TxDOT or the TxDOT designee, or both, prior to beginning the service. Failure to produce the requested documentation may be cause for cancellation of the purchase order. The background checks shall include, but not be limited to, the following:

- 7.7.1. Background checks shall be required to be conducted on current employees and other replacement employees throughout the term of the purchase order.
- 7.7.2. Social Security Number verification.
- 7.7.3. Statewide criminal and sex offender records shall include, but not be limited to, all Texas counties and out-of-state counties based on the current and previous addresses of the applicant for the last seven years.

- 7.7.4. Personnel with a misdemeanor conviction of any type except the lowest classified level of misdemeanor within the last ten years shall be disqualified. Personnel with any felony conviction at any time shall be disqualified.

## 7.8. RECORDS

- 7.8.1. The vendor shall maintain accurate and complete records of all work performed under the purchase order.
- 7.8.2. All text documents and records created electronically shall be prepared on a TxDOT-approved word processor or email program.
- 7.8.3. All drawings, figures, flow charts, etc. prepared electronically shall be prepared using a TxDOT-approved version of Microsoft<sup>™</sup> Visio<sup>™</sup>.
- 7.8.4. All schedules shall be prepared on a TxDOT-approved version of Microsoft<sup>™</sup> Project<sup>™</sup>.
- 7.8.5. Electronic records shall be stored unencrypted on TxDOT servers as directed by TxDOT.

## 7.9. CORRESPONDENCE AND COMMUNICATION

- 7.9.1. The vendor shall use written (including email), hard-copy correspondence for all issues including, but not limited to schedule, budget, approval and contractual matters.
- 7.9.2. Oral approvals are only adequate in TxDOT-deemed emergency situations. Oral approvals will be given by TTA staff or designees. In the event of an oral approval during an emergency situation, the vendor shall obtain written approval within two business days following receipt of oral approval.

- 7.10. CHANGE CONTROL: The vendor shall conform to TTA's production change control procedures.

## 8. KEY PERSONNEL REQUIREMENTS

### 8.1. PROJECT DIRECTOR

- 8.1.1. The vendor shall assign a project director to lead the activities of the project. It is not expected that the project director will be an on-site, daily resource.
- 8.1.2. The project director shall be the general liaison to TTA and be primarily responsible for contractual issues and the overall performance of the project.

### 8.2. PROJECT MANAGER

- 8.2.1. The vendor shall assign a full-time, on-site project manager to direct and manage all day-to-day activities for this project, including, but not limited to, project management, quality control, coordination of activities with TxDOT, and regular monthly meetings with TxDOT.
- 8.2.2. The individual designated by the vendor as project manager shall be subject to the approval of TxDOT.

- 8.2.3. The project manager shall be accessible to, collaborate with, and serve as the primary point of contact for TxDOT.
- 8.2.4. The project manager shall have the authority to act on behalf of the vendor with respect to the vendor's responsibilities described in this specification.
- 8.2.5. The project manager shall be in charge of the vendor's employees and subcontractors' personnel assigned to perform work under the purchase order.
- 8.2.6. The project manager, and those who from time to time assume the responsibilities of the project manager, shall use a cellular phone to ensure communication with TxDOT on a 24/7 basis (Ref. Para. 7.5.1.).

9. SERVICE REQUIREMENTS

- 9.1. **HELP DESK SOFTWARE:** The respondent shall propose a help desk software solution. TxDOT will approve the solution. The proposed software solution shall have, but not be limited to, the following functionality:
  - 9.1.1. Provide a help desk ticket system, an automated notification and escalation system, an asset inventory management system, and a web-based user interface.
  - 9.1.2. Allow end-users to submit tickets and review the status of help desk tickets.
  - 9.1.3. Provide easily configurable, parameter-driven database fields such as technician, end-user, asset, location, department, and category.
  - 9.1.4. Provide additional, user-defined, database fields to support customized processes.
  - 9.1.5. Provide a dashboard-type interface that graphically displays information such as ticket status and technician performance data.
  - 9.1.6. Schedule technicians and escalate tickets according to a predefined set of service levels and operating procedures (Ref. Para. 9.3.).
  - 9.1.7. Provide ticket notifications via email.
  - 9.1.8. Provide ticket routing based upon customizable business rules. For example, a printer ticket would be automatically assigned to a technician responsible for printers.
  - 9.1.9. Provide automatic email notification of ticket status updates to the creator of a given ticket.
  - 9.1.10. Permit electronic attachment of documents to tickets.
  - 9.1.11. Provide an audit trail of all changes made to all tickets.
  - 9.1.12. Provide for the division of tickets into multiple parts for assignment to separate technicians. Provide tracking of the individual technician's work activities with detailed documentation.

- 9.1.13. Provide integration between the asset inventory management system and the ticket generation system, i.e. when a ticket is created, the assets assigned are automatically provided by the inventory system, and, likewise, when an asset is replaced throughout the course of the ticket, the status of the asset taken out of service and the new replacement asset are both automatically updated in the inventory system.
  - 9.1.14. Accommodate a bar code inventory identification system.
  - 9.1.15. Provide network scanning to discover all IP-based assets.
  - 9.1.16. Support the tracking of non-IP-based assets.
  - 9.1.17. Provide software license management and asset warranty management.
  - 9.1.18. Provide a knowledge base of technician-entered information.
  - 9.1.19. Provide a document library for use by technicians. i.e. a library for user and technical manuals.
  - 9.1.20. Be compatible with Business Objects™ Crystal Reports.
- 9.2. HELP DESK SYSTEM IMPLEMENTATION: The vendor shall:
- 9.2.1. Implement the help desk system according to the implementation requirements.
  - 9.2.2. Submit an implementation and testing plan to TxDOT for review and approval no later than 60 days after award (Ref. Para. 10.2.).
  - 9.2.3. Submit test cases for review and approval by TxDOT prior to conducting testing (Ref. Para. 10.3.).
  - 9.2.4. Begin testing after receipt of TxDOT's written approval of the test cases.
  - 9.2.5. Direct, conduct, and be responsible for all coordination regarding help desk system testing.
  - 9.2.6. Transfer all help desk system licenses to TxDOT so that TxDOT will be the licensee of the help desk system (Ref. Para. 29.).
- 9.3. HELP DESK SYSTEM OPERATIONS AND MAINTENANCE: The vendor shall:
- 9.3.1. Perform all help desk system operations and maintenance activities.
  - 9.3.2. Ensure the help desk system is available and fully-functional 24 hours per day, seven days per week, except during TxDOT-approved periods of scheduled maintenance.
  - 9.3.3. Support – Level One: Provide level one support by responding to and resolving user issues resulting from the use of software and hardware in regular, daily operations. The vendor shall receive issues from users via telephone, email, and direct personal communication. Appropriate escalation personnel will be defined by TxDOT.

- 9.3.4. Support – Level Two and Level Three: Escalate help desk tickets to the appropriate TxDOT employee or contractor for levels two and three support. Appropriate escalation personnel will be defined by TxDOT.
- 9.3.5. Severity Levels
  - 9.3.5.1. All issues submitted to the help desk shall be assigned a severity level by help desk personnel (Ref. Attachment B - Severity Levels).
  - 9.3.5.2. The severity level shall determine how the vendor shall notify and respond to TxDOT, as well as resolve and close help desk tickets assigned to the vendor (Ref. Attachment B - Severity Levels).
  - 9.3.5.3. If no agreement can be made between the vendor and TxDOT regarding the severity level, TxDOT will make the determination.
- 9.4. **SYSTEM ADMINISTRATION**: The vendor shall be responsible for:
  - 9.4.1. General system administration tasks, including, but not limited to, maintaining user account information, rights, groups, and security settings.
  - 9.4.2. High-volume print job management. The CSC periodically prints large quantities of notices, statements, and other correspondence.
- 9.5. **GENERAL MAINTENANCE**: The vendor shall:
  - 9.5.1. Maintain, troubleshoot, and repair computer software, hardware, and peripherals (Ref. Attachment C – Hardware and Software).
  - 9.5.2. Install, configure, relocate, and decommission hardware such as workstations, phones, and printers as required.
  - 9.5.3. Install and configure workstation software as required.
  - 9.5.4. Coordinate and monitor hardware and software warranty issues with the appropriate vendor to ensure issues are resolved.
- 9.6. **PREVENTIVE MAINTENANCE**: Preventive maintenance includes, but is not limited to, the daily review of system event logs, status checks, monitoring help desk ticket statistics and trends, periodically cleaning and testing hardware (Ref. Attachment D - Daily System Checklist). The vendor shall:
  - 9.6.1. Submit a Preventive Maintenance Schedule to TxDOT for review and approval.
  - 9.6.2. Perform preventive maintenance according to the Preventive Maintenance Schedule, for all components designated by TxDOT (Ref. Attachment C – Hardware and Software).
- 9.7. **BACKUP AND RECOVERY**: The vendor shall:
  - 9.7.1. Be responsible for all daily data backup and recovery tasks for the systems designated by TxDOT.

- 9.7.2. Coordinated for secure, off-site storage of backup media at a location approved by TXDOT. Ensure help desk personnel transport backup media to the off-site storage location daily, Monday through Friday.
  - 9.7.3. Recover data from backup media at TxDOT's request.
  - 9.7.4. Monitor all backups for successful completion and notify TxDOT of the status of each backup on a daily basis.
  - 9.7.5. Bi-annually test the backup and recovery process with production backup data to ensure data is being stored properly.
- 9.8. MONTHLY MEETINGS: The vendor shall:
- 9.8.1. Conduct a monthly project status meeting with TxDOT staff to primarily review the monthly report, review vendor performance, plan the following month's major tasks, and ensure TxDOT's needs are being addressed.
  - 9.8.2. Prepare a meeting agenda and record meeting minutes for each monthly meeting. The vendor shall submit the documents electronically to TxDOT staff and designees.
- 9.9. ASSET MANAGEMENT
- 9.9.1. General: The vendor shall:
- 9.9.1.1. Identify and maintain in the help desk system an inventory of all hardware and software.
  - 9.9.1.2. Maintain applicable information for each asset including but not limited to make, model, serial number, date of purchase, warranty dates and terms, IP address, physical location, purchase order number, asset tag number, and initial monetary value.
  - 9.9.1.3. Receive all shipments of hardware and software on behalf of TxDOT, and, in turn, the vendor shall, at TxDOT's direction, deploy all new hardware and software.
  - 9.9.1.4. Maintain all asset storage rooms and keep them clean, organized, and free from clutter.
  - 9.9.1.5. Maintain software life cycle information, hardware and software support contracts, and software licensing information.
  - 9.9.1.6. Notify TxDOT no later than 120 days prior to the expiration of supported software and hardware contracts, and warranties.
  - 9.9.1.7. Be responsible for the safekeeping of TxDOT assets by maintaining the security, condition, and tracking of all assets. Should an asset be lost or stolen, the vendor may be held liable for that assets replacement cost.
  - 9.9.1.8. Immediately notify TxDOT upon the discovery of the loss, theft, damage, or destruction of an asset.

9.9.2. Spare Parts and Repairs: The vendor shall:

- 9.9.2.1. Maintain TxDOT's inventory of spare parts within the general asset inventory.
- 9.9.2.2. Be responsible for managing all hardware returns and repairs.
- 9.9.2.3. Track all asset return and repair information in the help desk system.

9.9.3. Inventory Audit: The vendor shall:

- 9.9.3.1. Conduct a comprehensive, introductory software and hardware inventory audit following award of purchase order and at the direction of TxDOT.
- 9.9.3.2. Submit an Inventory Audit Plan to TxDOT prior to conducting the introductory inventory audit for review and approval. The vendor shall not begin the inventory audit until TxDOT issues written approval.
- 9.9.3.3. Use the results of the introductory software and hardware inventory audit to configure and populate the inventory module of the help desk system.
- 9.9.3.4. Conduct a comprehensive software and hardware inventory audit on an annual basis in accordance with the approved Inventory Audit Plan.
- 9.9.3.5. Provide a written software and hardware inventory audit report to TxDOT for review and approval no later than 30 days after the completion of initial audit and each annual audit.
- 9.9.3.6. Use the results of the audit to update the inventory in the help desk system following the annual audit.

9.10. REPORTING: The vendor shall:

- 9.10.1. Provide a weekly report to TxDOT each Monday (Ref. Para. 10.5.).
- 9.10.2. Provide a Monthly Report to TxDOT no later than the seventh day following the end of the monthly reporting period (Ref. Para. 10.6.).

9.11. PROCEDURES MANUAL: The vendor shall:

- 9.11.1. Provide a procedures manual, i.e. standard operating procedures, for the help desk services (Ref. Para. 9.) in accordance with the help desk system functionality, support levels, severity levels, and recognized best practices.
- 9.11.2. Provide to TxDOT a draft table of contents for the Procedures Manual no later than 60 days prior to help desk system testing (Ref. Attachment E – Current Procedures Manual Table of Contents).
- 9.11.3. Provide to TxDOT for review and approval the complete Procedures Manual after the draft table of contents for the Procedures Manual is approved by TxDOT and no later than 60 days after TxDOT's acceptance of the help desk system.

- 9.11.4. Train applicable staff on the procedures manual once the Procedures Manual is approved by TxDOT.
  - 9.11.5. Train applicable staff on an ongoing basis on any revisions to the Procedures Manual. In the event that a revision is minor in scope, TxDOT may direct the vendor to only notify staff of the revision rather than conduct training.
  - 9.11.6. Submit to TxDOT a record of the training conducted and the trainees that attended following each training session.
  - 9.11.7. Maintain the Procedures Manual via document version numbers and, within the manual, retain a record of all revisions.
10. VENDOR DELIVERABLES: The vendor shall submit the following deliverables. If no detail is provided for a given deliverable, it is the vendor's responsibility to wholly develop the deliverable. TxDOT reserves the right to direct the vendor to modify the style, form, and contents of any deliverable prior to TxDOT's approval.
- 10.1. Help Desk System Software (Ref. Para. 9.1.)
  - 10.2. IMPLEMENTATION PLAN, TESTING PLAN AND SYSTEM REQUIREMENTS DOCUMENT:  
The vendor shall:
    - 10.2.1. Include a detailed plan and schedule of activities describing the tasks necessary for implementing and testing a coordination plan identifying tasks and responsibilities for the vendor, TxDOT, and TxDOT's contractors.
    - 10.2.2. Describe how the vendor plans to work with TxDOT to identify the needed off-the-shelf functionality within the help desk system, the necessary help desk system customizations, items requiring configuration, and configuration tasks requiring direction from TxDOT.
    - 10.2.3. Describe how the vendor plans to transfer open help desk tickets into the help desk system and archive closed tickets after the legacy help desk software is no longer in use.
    - 10.2.4. Submit a System Requirements Document to include at minimum system description, flows diagrams, data definitions, system rules, use cases, configurations, data conversion, system access and security. This document shall contain elements for both ticketing system and asset management.
  - 10.3. IMPLEMENTATION TEST CASES AND FINAL TEST PACKAGE
    - 10.3.1. The format for the test cases shall be jointly developed by the vendor and TxDOT.
    - 10.3.2. The test cases shall include step-by-step test procedures for testing the Help Desk System.
    - 10.3.3. The Final Test Package shall include definition of test environment, configurations and settings, scope of testing, types of tests to be performed, resource requirements, assumptions, test schedule, test cases, pass/fail results, and additional elements per TxDOT's request.

- 10.4. FINAL IMPLEMENTATION REPORTS PACKAGE AND AS-BUILT DOCUMENTATION
  - 10.4.1. The reports package shall include all TxDOT requested reports necessary to begin operations using the software.
  - 10.4.2. Each report specified in the package shall have a unique identifier, effective date, approval signature block, and a version control field.
  - 10.4.3. Each report specified in the package shall have corresponding documentation as to what the report is used for, users, and data definitions.
  - 10.4.4. As-built documentation shall include software high-level architecture, configurations, and additional elements requested by TxDOT.
- 10.5. WEEKLY REPORT
  - 10.5.1. The format for the weekly report shall be jointly developed by the vendor and TxDOT.
  - 10.5.2. The weekly report shall include a high level description of the previous week's help desk activities and graphical representations of the key performance indicators chosen for the monthly report.
  - 10.5.3. TxDOT reserves the right to direct the vendor to include additional information in the weekly report.
- 10.6. MONTHLY REPORT
  - 10.6.1. The monthly report shall be jointly developed by the vendor and TxDOT.
  - 10.6.2. The monthly report shall include the overall status of the project and key performance indicators. The monthly report shall include graphical representations of certain key performance indicators, such as count of tickets by originator, count of open tickets by severity, count of open tickets by duration, and count of tickets by technician or assignee.
- 10.7. Procedures Manual (Ref. Para. 9.11.)
- 10.8. Preventive Maintenance Schedule (Ref. Para. 9.6.)
- 10.9. Inventory Audit Plan (Ref. Para. 9.9.3.)
- 10.10. Annual Inventory Audit (Ref. Para. 9.9.3.4.)
- 11. LOCATION(S): The vendor's primary location will be at the CSC, but the vendor shall plan to conduct work at all of the locations (Ref. Attachment A – Locations). TxDOT reserves the right to add or delete facilities serviced under the purchase order. TxDOT will provide a minimum of ten working days written notice to the vendor of any additional facilities.

12. WARRANTIES

12.1. The vendor shall warrant each deliverable (Ref. Schedule 1 - Pricing Schedule) for a period of one year after the system is fully implemented and accepted. During the warranty period, the vendor shall be responsible for correcting any defects causing any portion of the system to be inoperable or any defects resulting in inaccurate results produced by the system when the system is used in accordance with the product documentation provided by the vendor and without extraordinary actions on the part of TxDOT users. Such defects shall be localized and reproducible upon demand and, if found to be contained in the system delivered by the vendor, shall be corrected to the satisfaction of TxDOT at no additional cost to TxDOT.

12.2. The vendor shall not be responsible for correcting defects resulting from system components that have been improperly altered or affected by the actions of TxDOT. Should TxDOT request the vendor to correct a defect that is a result of TxDOT's improper alteration of the system components or affected by the actions of TxDOT, TxDOT agrees to reimburse the vendor on an agreed upon hourly basis for the problem diagnosis and defect correction, if any. During the problem diagnosis, the vendor shall keep TxDOT informed of potential charges.

13. UNSATISFACTORY PERFORMANCE: Unsatisfactory performance by the vendor may result in a negative vendor performance report or cancellation of the purchase order. In the event of unsatisfactory performance by the vendor, TxDOT, in its sole discretion, reserves the right to withhold payment from the vendor until the unsatisfactory performance is corrected and deemed satisfactory by TxDOT. TxDOT may consider any failure by the vendor to adhere to any requirement herein as unsatisfactory performance.

14. PERSONNEL CONTINUITY AND REPLACEMENT

14.1. TxDOT recognizes that events beyond the control of the vendor such as the death, physical or mental incapacity, long-term illness, or the voluntary termination of employment of the Project Director, Project Manager, or any key personnel will require the vendor propose a replacement. In the event such a replacement is necessary, the vendor agrees that personnel shall not begin work on the project without prior written approval from TxDOT.

14.2. The vendor agrees that the Project Manager assigned to the project shall remain available for the entirety of the project throughout the term of the purchase order as long as that individual is employed by the vendor.

14.3. If TxDOT determines the Project Director, Project Manager, or any key personnel are unable to perform in accordance with the service requirements or to communicate effectively, the vendor shall immediately remove that person.

14.4. Proposed replacement personnel shall meet minimum qualifications and have experience comparable to the person(s) being replaced. Replacement personnel shall be provided at no additional cost to TxDOT. Resume(s) and reference(s) will be requested for the proposed replacement(s). TxDOT may reject any replacement if references or past working performance is questionable or unfavorable. TxDOT will be the sole judge of the qualifications of the proposed replacement personnel.

- 14.5. The project manager shall promptly remove and promptly replace any persons employed by the vendor or the vendor's subcontractors who, in the sole discretion of TxDOT, do not perform in a competent manner, are disorderly, or act in a harassing or unsafe manner, cause disruption to TxDOT's patrons or other persons or entities performing work for TxDOT, or otherwise disrupt the safe and efficient operation of TxDOT's operations.
15. QUALITY ASSURANCE PLAN: The vendor shall provide a comprehensive continuous and measurable quality assurance plan. The plan shall include:
  - 15.1. Strategies, processes, and actions to maintain and promote quality.
  - 15.2. Procedures to periodically measure and report on quality initiatives to TxDOT throughout the purchase order period.
  - 15.3. How and when the vendor conducts internal audits.
  - 15.4. Initiatives, actions, controls, and measurements to ensure ongoing, continuous improvement in performance and efficiencies.
16. VENDOR PERSONNEL SAFETY: The vendor shall provide all required safety equipment and instruct personnel to observe all safety policies, rules, and requirements at all times.
17. WORK HOURS
  - 17.1. NORMAL HOURS
    - 17.1.1. The vendor's personnel shall be on-site between the hours of 6:00 a.m. and 8:00 p.m. Monday through Friday, excluding TxDOT's approved holidays.
    - 17.1.2. TxDOT reserves the right to change the vendor's work hours to accommodate changes in TxDOT's normal business hours.
  - 17.2. ON-CALL REQUIREMENTS: The vendor shall provide support via email and telephone 24 hours per day, seven days per week, including holidays.
  - 17.3. HOLIDAYS
    - 17.3.1. The holidays currently observed by the CSC are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
    - 17.3.2. TxDOT reserves the right to change the holidays observed by the CSC.
18. SUBCONTRACTING
  - 18.1. Subcontractors providing service under the purchase order shall meet the same service requirements and provide the same quality of service required of the vendor.
  - 18.2. No subcontract under the purchase order shall relieve the primary vendor of responsibility for the services.
  - 18.3. The vendor shall be the primary contact for TxDOT and subcontractor(s).
  - 18.4. The vendor shall manage all quality and performance, project management, and schedules for subcontractors. The vendor shall be held solely responsible and accountable for the completion of all work for which the vendor has subcontracted.

- 18.5. TxDOT retains the right to check subcontractor's background and make a determination to approve or reject the use of submitted subcontractor(s). Any negative responses may result in disqualification of the subcontractor.
- 18.6. TxDOT reserves the right to request the removal of vendor's subcontractors' personnel deemed unsatisfactory by TxDOT.
- 18.7. Subcontracting shall be at the vendor's expense.
- 18.8. During the term of the purchase order, if the vendor determines a need for a subcontractor change, TxDOT shall be notified in writing by the vendor within 14 days of any proposed change. The vendor shall be required to provide references and work history for any proposed subcontractor to TxDOT. No change will be allowed without written authorization by TxDOT.
- 18.9. SOLICITATIONS OVER \$100,000: TxDOT will make an initial determination of whether subcontracting is probable. It is the respondent's determination if they choose to subcontract any of the work under this purchase order with a Texas Certified Historically Underutilized Business (HUB) or other businesses.
  - 18.9.1. If TxDOT has determined that subcontracting opportunities are probable, the class and items in which HUBs may be registered will be noted in the solicitation.
  - 18.9.2. The respondent shall identify all proposed HUB and other subcontractors at the time of response submittal. The required forms with video instructions can be found at the following website:  
  
<http://www.window.state.tx.us/procurement/prog/hub/hub-subcontracting-plan/>
- 18.10. HUB SUBCONTRACTING PLAN (HSP) PRIME CONTRACTOR PROGRESS ASSESSMENT REPORT: After award of the purchase order, the vendor shall report all HUB and non-HUB subcontractor information using the HSP Prime Contractor Progress Assessment Report form. The report shall be submitted to the TxDOT purchase order manager monthly. The report shall be submitted monthly even during the months the vendor is not invoicing TxDOT. All payments made to subcontractors shall be reported. TxDOT may verify the amounts being reported as paid by requesting copies of cancelled checks paid to subcontractors.
19. BUSINESS CONTINUITY PROCEDURES AND DISASTER RECOVERY PLAN: The respondent shall submit business continuity procedures and a disaster recovery plan which shall include the following:
  - 19.1. General business continuity procedures shall be implemented to fulfill all requirements of the purchase order including, but not limited to: Fire, theft, natural disaster, technical difficulty, workforce problems, equipment failure or other disruption of business.
  - 19.2. A disaster recovery plan for this service shall be maintained. The vendor shall be responsible for all cost of disaster recovery.
20. TRAVEL: Personal vehicle mileage from a TxDOT location to a work site is reimbursable if the vendor or vendor employee is required to go to a TxDOT location prior to going to the work site. Reimbursements will be at current legislative rates and comply with:

[www.window.state.tx.us/comptrol/texastra.html](http://www.window.state.tx.us/comptrol/texastra.html)

21. CONFLICT OF INTEREST: The vendor, vendor's personnel, and vendor's subcontractor(s) shall affirm not to have, nor acquire any interest during the term of the purchase order that would conflict in any manner with the performance of the vendor's obligations in regards to services authorized.
22. ACTUAL CONSEQUENTIAL DAMAGES: In addition to any other remedies permitted by this purchase order under law, in the event of a breach by the vendor, TxDOT may recover from the vendor its actual damages and the full cost of recovering from a system failure.
23. INVOICING INSTRUCTIONS: The vendor shall provide a comprehensive and detailed invoice with reference to the basis for each item charged. Original documentation that validates the charges shall be attached. The original invoice shall be sent to the address shown on the purchase order or emailed to FIN\_Invoices@dot.state.tx.us to ensure timely payment and shall include the following:
  - 23.1. Complete 16-digit purchase order number
  - 23.2. Vendor EIN
  - 23.3. Date of invoice and period of service
  - 23.4. Monthly Report (Ref. Para. 10.6.)
  - 23.5. Detailed account of personnel, hours worked, hourly rates, and personal vehicle mileage (Ref. Para. 20)
  - 23.6. An invoice requiring correction shall be re-submitted with a new invoice date after deliverables completed and accepted.
24. PAYMENT REQUIREMENTS: Payment will be based on the following:
  - 24.1. Payments to the vendor shall be contingent upon TxDOT approvals.
  - 24.2. Each deliverable of the purchase order shall be submitted to TxDOT for approval, and a deliverable will not be considered complete until TxDOT has approved it in writing.
  - 24.3. Payments to the vendor will be made only after TxDOT has conducted a thorough review of vendor performance.
25. TxDOT RESPONSIBILITIES: TxDOT will:
  - 25.1. Provide a contract manager.
  - 25.2. Provide a point of contact.
  - 25.3. Provide access to appropriate data systems and information.
  - 25.4. Provide required forms to file accident reports.
  - 25.5. Provide contract administration, perform periodic audits or field reviews as needed to ensure that the vendor is operating the program under the requirements of state law, the terms of the program rules, and the agreement executed between TxDOT and the vendor.
  - 25.6. Provide the vendor with the necessary hardware and software to support operations while on-site. Such equipment will include standard workstations, phones, email accounts, office space, and office furniture.

- 25.7. Provide the hardware, rack space, network connectivity and power required to support the help desk system.
26. **RESPONSE SUBMISSION:** Failure by the respondent to submit the documentation listed below may disqualify the respondent from further consideration. The response submission shall be submitted in the following format:
- 26.1. **GENERAL FORMAT:** The respondent shall submit one signed and dated original (marked Original) and three copies (marked Copy). The submission shall be in separate loose leaf binders on two sided 8-1/2 x 11 inch paper and shall be tab-indexed corresponding to the sections listed below. Plastic spine-bound or wire bound submittals are highly discouraged. Include only the information specified for each section.
- 26.2. **ORIGINAL RESPONSE:** The original response shall include the following:
- 26.2.1. Section 1 – Schedule 1 – Pricing
- NOTE TO RESPONDENT:** If addendums are generated as part of this solicitation, include the original signed and dated addendum(s) in Section 1.
- 26.2.2. Section 2 – Schedule 2 – Original, signed and dated Execution of Offer
- 26.2.3. Section 3 – Financial Standing: The respondent shall submit a statement from the president, owner or financial officer on company letterhead certifying that the company is in good financial standing, not in any form of bankruptcy, current in payment of all taxes and fees (Ref. Para. 5.3.).
- 26.2.4. Section 4 – Company Qualifications and Experience: The respondent shall demonstrate successful past performance through submission of documentation of relevant qualifications and experience:
- 26.2.4.1. Name, address, phone number, and email address of the person TxDOT should contact with any questions regarding the response submission.
- 26.2.4.2. Provide a brief description of related or similar services performed within the last three years (Ref. Para. 5.1.).
- 26.2.4.3. Managing related or similar services of comparable size and scope to the services within the solicitation (Ref. Para. 5.2.).
- 26.2.5. Section 5 – Key Personnel Qualifications and References: The respondent shall provide resumes or brief profiles and references. References shall substantiate the number of years of required experience of the individuals, including any subcontractors who will be part of the respondent's personnel providing the service (Ref. Para. 6.). The profile shall include:
- 26.2.5.1. Each individual's name and title
- 26.2.5.2. Education
- 26.2.5.3. Description of qualifications and number of years experience
- 26.2.5.4. Schedule 4 – Key Personnel References

- 26.2.6. Section 6 – Demonstration of Capability: The respondent's approach and ability to meet the service requirements as specified in the solicitation shall be demonstrated. The response should be specific and address all requirements described in the solicitation in the order presented in Para. 9. The respondent shall submit a high level, preliminary project schedule including but not limited to text, graphics, diagrams, and examples addressing how the respondent intends to meet the service requirements.
  - 26.2.7. Section 7 – Business Continuity and Disaster Recovery Plan: The respondent shall submit a contingency and recovery plan detailing how they propose to meet the specifications in the event vendor service is interrupted. The plan shall detail the vendor's backup and recovery process (Ref. Para.19).
  - 26.2.8. Section 8 – Security Plan: The respondent shall submit a security plan detailing how they propose to meet the security requirements (Ref. Paras. 7.6, 9.9.1.7., and 10.2.4.). The plan shall include how they propose to manage TxDOT's hardware and software assets, to include check in and check out procedures (Ref. Para. 9.9.).
  - 26.2.9. Section 9 – Schedule 5 – Respondent References: The respondent shall submit a minimum of 3 references to substantiate the qualifications and experience requirements for services completed within the past 7 years. References shall illustrate respondent's ability to provide the services outlined in the specification. References shall include name, point of contact, telephone number, and dates services were performed. The response may be disqualified if TxDOT is unable to verify qualification and experience requirements from the respondent's references. The response may be disqualified if TxDOT receives negative responses. TxDOT will be the sole judge of references.
  - 26.2.10. Section 10 – HUB Subcontracting Plan.
- 26.3. COPIES: The copies (marked Copy) shall include only the following tab-indexed sections:
- 26.3.1. Section 4 – Company Qualifications and Experience
  - 26.3.2. Section 5 – Key Personnel Qualifications and References
  - 26.3.3. Section 6 – Demonstration of Capability
  - 26.3.4. Section 7 – Business Continuity and disaster Recovery Plan
  - 26.3.5. Section 8 – Security Plan
- 26.4. RESPONSE EVALUATION: Only a complete response with the listed required submittal documents (Ref. Attachment F - Minimum Response Submission Requirements) and meeting minimum qualifications will be considered. Failure to meet the minimum qualifications and submit the required documents will result in a response being declared non-responsive.
- 26.5. STEP 1 – INITIAL EVALUATION: A TxDOT evaluation committee will evaluate and score each response based on established criteria. Respondents shall not contact members of the evaluation team. Responses will be evaluated according to the respondent's ability to best satisfy TxDOT requirements.

- 26.5.1. Respondent qualifications and response submission information will comprise 60 percent of the evaluation total.
- 26.5.2. Pricing submitted for the solicitation requirements will be 40 percent of the evaluation total.
- 26.5.3. Oral Presentation: TxDOT may request that the respondent give an oral presentation to TxDOT. The TxDOT evaluation committee will evaluate and score each oral presentation. All responses will be evaluated according to the respondent's ability to best satisfy TxDOT requirements.
  - 26.5.3.1. The initial selection of respondents qualifying to proceed to this step will maintain the pricing weight at 40 percent. The initial evaluation score of the qualifications and submission information will be replaced with the oral presentation score at 60 percent.
  - 26.5.3.2. TxDOT will advise each respondent in writing of the location, date and time of the scheduled oral presentation. A minimum of two weeks notice will be given to the respondent(s) selected for the oral presentation phase.
  - 26.5.3.3. TxDOT may provide the respondent with a list of proposed key personnel required to attend and participate in the meeting.
  - 26.5.3.4. The respondent and proposed respondent personnel should be prepared to address any questions that may be asked by TxDOT evaluators.
- 26.5.4. TxDOT reserves the right to continue discussions or negotiations with selected respondent(s).
- 26.6. NEGOTIATIONS: Upon completion of oral presentation evaluation scoring, TxDOT reserves the right to enter into negotiations with one or more selected respondents.
- 26.7. STEP 3 – BEST AND FINAL OFFER (BAFO): TxDOT reserves the right to request a BAFO from selected respondent(s).
  - 26.7.1. The respondent(s) shall submit a final price and any added value. If more than one respondent reaches this level, the negotiated terms, references, BAFO and added values will be the considered in the award. TxDOT will make the final determination on the best value.
  - 26.7.2. TxDOT may award the purchase order for the service without requesting a BAFO.
- 27. AWARD: TxDOT reserves the right to award a purchase order to the company that provides the best value to TxDOT in performance of this service.
  - 27.1. BEST VALUE: TxDOT will be the sole judge of best value. Best value criteria may include, but is not limited to:
    - 27.1.1. Best meets the goals and objectives of the solicitation as stated in the Service Requirements.

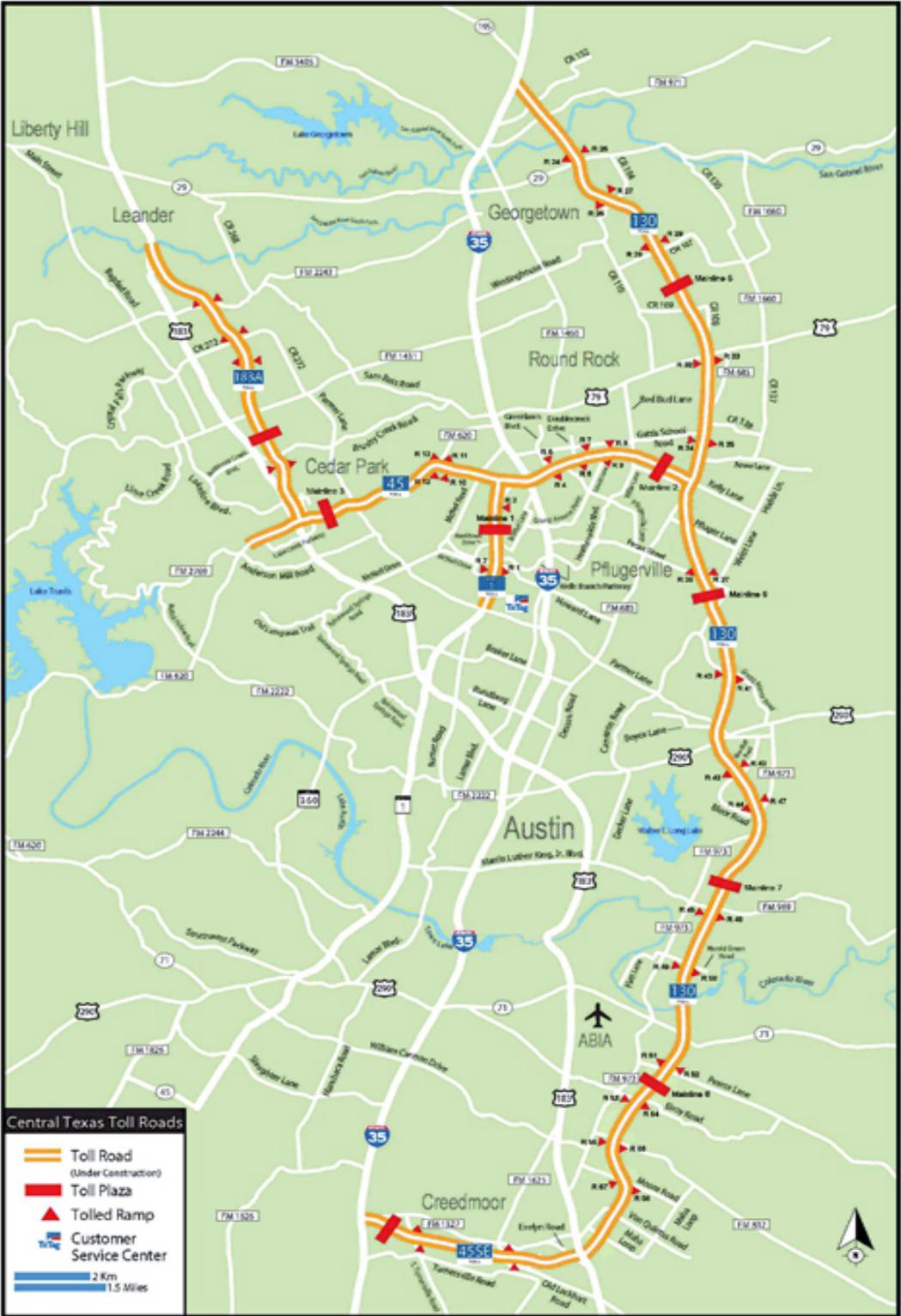
- 27.1.2. Best meets the functionality, quality and reliability of the proposed goods and services.
  - 27.1.3. Effect of the proposed solution on agency productivity.
  - 27.1.4. Experience in successfully providing services in the solicitation.
- 27.2. TYPE OF AWARD: Single Award: One purchase order awarded to a single vendor.
28. POST AWARD MEETING: The vendor shall be required to attend a post award meeting in the city identified on the solicitation with the TxDOT division or district responsible for the solicitation within seven calendar days after the award of the purchase order. The purpose of the meeting is to discuss the terms and conditions of the purchase order and to provide additional information regarding the purchase order. The vendor and TxDOT shall identify specific goals, strategies and activities planned for meeting particular program area objectives.
29. TRANSITION OF TXDOT PROPERTY: TxDOT will provide assistance as needed for the efficient and smooth transfer of all TxDOT property, including but not limited to: Publications, documents, property, equipment, and other material which TxDOT retains ownership rights related to work provided under a previous or current purchase order.
- 29.1. BEGINNING PHASE: The vendor awarded a purchase order as a result of this solicitation, shall, at the request of TxDOT, be responsible for contacting the previous vendor to request the transfer of all TxDOT property. The transition of TxDOT's property shall occur within an agreed upon time frame to assure the new vendor can begin providing services as required by TxDOT. During the first ten business days of work, the vendor shall work with and cooperate with the existing help desk services provider to transition the work and the knowledge of work, and knowledge of the existing help desk system to the vendor.
  - 29.2. CANCELLATION OR TERMINATION OF THE PURCHASE ORDER: At the end of the purchase order term or if the purchase order is cancelled by either party, the vendor(s) shall return all TxDOT property to TxDOT or transfer all TxDOT property to the TxDOT designated vendor(s) immediately upon TxDOT's request. The vendor shall during the last 90 days of the purchase order, work in good faith with TxDOT to transition the work, knowledge of the work, and all associated project documentation and materials to TxDOT or TxDOT's designee.
30. CONTRACT ADMINISTRATION: Administration of the purchase order is a joint responsibility of the TxDOT Contract Administrator and TxDOT Purchasing. TxDOT Purchasing staff will be responsible for administering the contractual business relationship with the vendor.
- 30.1. Any proposed changes to work to be performed, whether initiated by TxDOT or the vendor, must receive final written approval in the form of a Purchase Order Change Notice signed by the authorized TxDOT purchasing agent.
  - 30.2. Upon issuance of purchase order, TxDOT will designate an individual who will serve as the Contract Manager and point of contact between the agency and the vendor. The Contract Manager does not have any express or implied authority to vary the terms of the purchase order, amend the purchase order in any way or waive strict performance of the terms or conditions of the purchase order. This individual's contract management and contract administration responsibilities include, but are not limited to:
    - 30.2.1. Monitoring the vendor's progress and performance and ensuring services conform to established specification requirements.

- 30.2.2. Managing the financial aspects of the purchase order including approval of payments.
- 30.2.3. Meeting with the vendor as needed to review progress, discuss problems, and consider necessary action.
- 30.2.4. Identifying a breach of contract by assessing the difference between contract performance and non-performance.
- 30.2.5. Other areas as identified by the Comptroller of Public Accounts Contract Management Guide, latest edition

**ATTACHMENT A**  
**LOCATIONS**  
**SOLICITATION NO. Q442008051876000**

<b>No.</b>	<b>Location Code</b>	<b>Location Name</b>	<b>Address</b>	<b>Phone Number</b>
1	CSC	TxTag Customer Service Center	12719 Burnet Road Austin, TX 78727	(888) 468-9824
2	NT 8	North Tech 8 (Administrative Offices)	4616 Howard Lane #850 Austin, TX 78728	(512) 874-9700
3	ML1	Merrilltown Plaza	14800 1/2 South Bound, N. MoPAC Austin, TX 78728	(512) 874-9101
4	ML2	Heatherwilde Plaza	5120 State Highway 45 North Pflugerville, TX 78660	(512) 874-9102
5	ML3	Lake Creek Plaza	13726 State Highway 45 North Austin, TX 78717	(512) 874-9103
6	ML5	Mustang Creek Plaza	7806 State Highway 130 Hutto, TX 78634	(512) 874-9105
7	ML6	Cameron Plaza	15716 State Highway 130 Pflugerville, TX 78660	(512) 874-9106
8	ML7	Decker Creek Plaza	6116 North State Highway 130 Austin, TX 78724	(512) 874-9107
9	ML8	Airport Plaza	5902 South State Highway 130 Del Valle, TX 78617	(512) 874-9108

**ATTACHMENT A (CONT.)**  
**LOCATIONS**  
**SOLICITATION NO. Q442008051876000**



**ATTACHMENT B**  
**SEVERITY LEVELS**  
**SOLICITATION NO. Q442008051876000**

<b>Severity Level</b>	<b>Severity Name</b>	<b>Description</b>	<b>Notification Requirement</b>	<b>Response Period</b>	<b>Resolution Requirement</b>
1	Major Impact	<p>The failure or severe degradation of a critical business function resulting in a severe impact that <u>inhibits operations</u>.</p> <p>For example: (1) an issue affecting toll revenue or toll audit data, (2) an issue affecting TxDOT's customers, (3) a network outage, or (4) a problem affecting the productivity of a large number of users.</p>	<p>Upon receiving notification of the issue, (1) the Vendor shall immediately <u>create a ticket</u> in the Help Desk System, (2) the Help Desk System shall <u>send an automatic e-mail</u> notification to the assigned respondent, and (3) the Vendor shall immediately <u>place a phone call</u> to the appropriate TxDOT representative notifying them of the issue.</p>	<p>The Vendor shall respond to "Severity 1" issues 24 hours per day, seven days per week.</p>	<p>"Severity 1" issues that fall under the Vendor's responsibility shall be resolved or reduced to a "Severity 2" level issue within <u>four hours</u>.</p>
2	Moderate Impact	<p>The failure or degradation of a business function that <u>impairs operations</u>.</p> <p>For example: (1) a CSC application function becomes slow or difficult to use or (2) a function or system fails but a work-around is available.</p>	<p>Upon receiving notification of the issue, (1) the Vendor shall immediately <u>create a ticket</u> in the Help Desk System and (2) the Help Desk System shall <u>send an automatic e-mail</u> notification to the assigned respondent.</p>	<p>The Vendor shall respond to "Severity 2" issues during CSC business hours.</p>	<p>"Severity 2" issues that fall under the Vendor's responsibility shall be resolved or reduced to a "Severity 3" level within <u>24 hours</u>.</p>
3	Minor Impact	<p>A <u>noncritical</u> issue that does not affect daily operations.</p> <p>For example: (1) the notification of a bug, (2) a request for a reset password, (3) a request for new functionality, or (4) preventive maintenance tasks.</p>	<p>Upon receiving notification of the issue, (1) the Vendor shall immediately <u>create a ticket</u> in the Help Desk System and (2) the Help Desk System shall <u>send an automatic e-mail</u> notification to the assigned respondent.</p>	<p>The Vendor shall respond to "Severity 3" issues during CSC business hours.</p>	<p>"Severity 3" issues that fall under the Vendor's responsibility shall be resolved as <u>directed by TxDOT</u>.</p>

**ATTACHMENT C**  
**HARDWARE AND SOFTWARE**  
**SOLICITATION NO. Q442008051876000**

**SUPPORTED SOFTWARE**

The following provides a comprehensive list of software applications supported by the current TxTag Help Desk.

1. Microsoft™ Access 2003™
2. Microsoft™ Outlook 2003™ and 2007™
3. Adobe Acrobat 7 and 8
4. Microsoft™ PowerPoint™ 2003 and 2007
5. Microsoft™ Project™ 2000, 2002, and 2003
6. Microsoft™ Excel™ 2003 and 2007
7. Microsoft™ Visio™ 2003 and 2007
8. Personal Operating Systems and Management Tools
9. Windows™ XP Professional™
10. Microsoft™ Excel™ 2000, 2002, and 2003
11. Microsoft™ Internet Explorer 6™
12. Norton Ghost
13. Spyware and Adware Scanners
14. Trend Micro NeatSuite
15. McAfee Security Centre 7.0
16. Dell OpenManage™

**ATTACHMENT C (CONT.)**  
**HARDWARE AND SOFTWARE**  
**SOLICITATION NO. Q442008051876000**

**SUPPORTED HARDWARE LIST**

The following provides a comprehensive list of hardware supported by the current TxTag Help Desk.

1. Hewlett Packard LaserJet Printers, Series 5000 and 9000
2. Dell Optiplex Workstations
3. Dell Projectors
4. Dell Monitors
5. NEC TFT LCD Monitors
6. Dell PowerEdge Servers, Series 1000, 2000, and 6000

SPECIFICATION NO.  
TxDOT 920-47-50  
DATED: OCTOBER 2008

**ATTACHMENT D**  
**DAILY SYSTEM CHECKS**  
**SOLICITATION NO. Q442008051876000**



# Daily System Checks



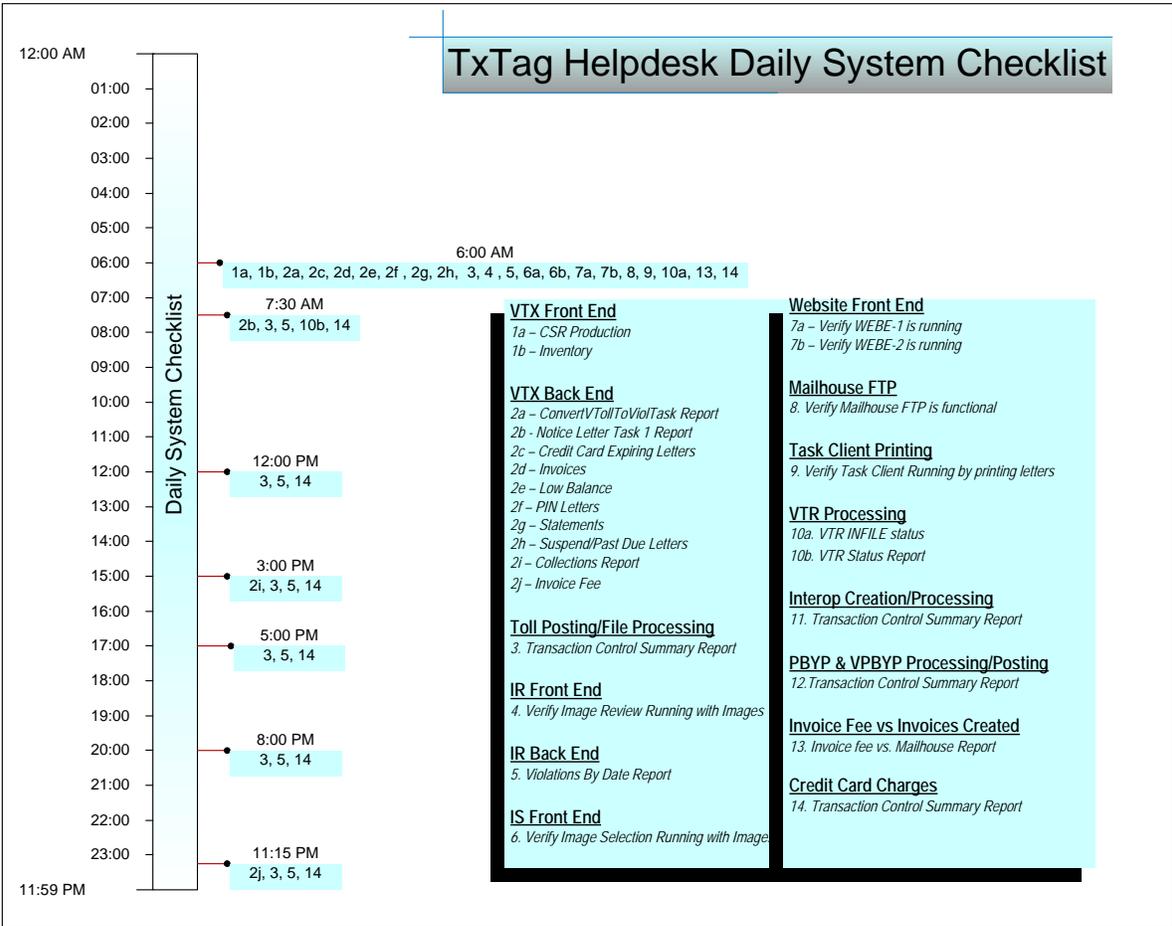
## Overview

This document describes the Daily System Checks.

## Introduction

This document describes the various operational status checks of each the systems utilized at the Customer Service Center.

## Checklist Timeline



**ATTACHMENT E**  
**PROCEDURES MANUAL TABLE OF CONTENTS**  
**SOLICITATION NO. Q442008051876000**

The following list is the table of contents from the current Procedures Manual.

1. Overview
  - a. Roles and Responsibilities
    - i. Frontline Support For Desktop, Email, Network, VTX
    - ii. Second Level Support For VTX System
    - iii. IT Hardware and Software Tracking Including Support Contracts
    - iv. Help Desk Ticket System Management
    - v. TxTag Desktops, Printers, Phone, Software, and Associated Peripherals Deployment
    - vi. Functional Performance Tests of All VTX Deployments
  - b. Support Areas (NT8, CSC, Toll Plazas, TMSS, and Third-Party Providers)
  - c. Contact Information And Coverage Schedule
  - d. Planned Outages and Unplanned Outages
  - e. Service Levels
  - f. Safety
2. Helpdesk
  - a. User Process—How To Submit A Trouble Ticket
  - b. Setting Priorities
  - c. Processing and Routing A Trouble Ticket
  - d. Communicating
  - e. Escalating
  - f. Closing
  - g. Helpdesk Outage
3. Asset Management
  - a. Inventory
  - b. Storage
  - c. Purchasing and Receiving
  - d. Asset Add, Move, and Change
  - e. Audits
  - f. Warranty and Support
  - g. Surplus
  - h. Asset Allocation and Re-Allocation
  - i. Stolen, Missing, and Damaged Assets
4. Security
  - a. Password Policy

**ATTACHMENT E (CONT.)**  
**PROCEDURES MANUAL TABLE OF CONTENTS**  
**SOLICITATION NO. Q442008051876000**

- b. IT Equipment Security Policy
  - c. Adding A New User to the Phone System and VTX
  - d. NT8 and CSC Wireless Setup
  - e. Equipment Checkout
  - f. System Access
  - g. Third-Party Service Providers' Access
  - h. Access To third-Party Providers
  - i. Viruses and Spam
5. Backup and Recovery Processes
6. System Checks
- a. Zabbix Monitoring
  - b. Daily System Checklist
7. Software and Hardware Support
- a. Third-Party Application Support
  - b. VTX Application Support
  - c. CS-Link Application Support
  - d. Image Processing Support
  - e. Telephone System Support
  - f. Network Infrastructure Support
  - g. TxTag and Texas Tollways Website Support
  - h. Windows Domain and txtag.org E-mail Systems Support
  - i. Preventative Maintenance
8. Quality Assurance and Quality Control
9. Reporting
- a. Monthly Report
  - b. Annual Audit Report

**ATTACHMENT F**  
**MINIMUM RESPONSE SUBMISSION REQUIREMENTS**  
**SOLICITATION NO. Q442008051876000**

Respondent: \_\_\_\_\_

Reviewed Minimum Response Submission Requirements: \_\_\_\_\_

RESPONSE SUBMISSION REQUIREMENTS	YES	NO	COMMENTS
1. Section 1 – Schedule 1 – Pricing			
2. Section 2 – Schedule 2 – Original, signed and dated Execution of Offer			
3. Section 3 – Financial Standing – Submit the most recent two years audited financial statements, or if audited financial statements are unavailable, un-audited financial statements shall be submitted and certified as true, correct and accurate by the chief financial officer or treasurer of the respondent’s company. (Ref. Para. 5.3.)			
4. Section 4 – Company Qualifications and Experience. (Ref. Ref. Para. 5.)			
5. Section 5 – Key Personnel Qualifications and References (Ref. Para. 6.)			
6. Section 6 – Demonstration of Capability (Ref. Para. 9.)			
7. Section 7 – Business Continuity and Disaster Recovery Plan (Ref. Para. 19.)			
8. Section 8 – Security Plan (Ref. Para. 7.6., 9.9., 9.9.1.7., and 10.2.4.)			
9. Section 9 – References (Ref. Para. 26.2.9.)			
10. Section 10 – HUB Subcontracting Plan (Ref. Para. 18.)			

**SCHEDULE 1  
 PRICING  
 SOLICITATION NO. Q44200805187600**

**INSTRUCTIONS:** The Respondent may revise the titles and descriptions of Help Desk Personnel to better fit staffing requirements; however, respondents shall not modify the title and description of the Project Director and Project Manager. For each staff position listed under a service, respondent shall provide a monthly labor rate. Respondents may add positions as Help Desk Operations Personnel on a separate sheet to best support the requirements of the RFO. Respondents shall itemize the Help Desk System software and any supporting software products.

<b>Project Management &amp; Operations Personnel</b>					
Item No.	Title	Reference	Monthly Price	Months	Extended
1	Project Director	RFO Paras. 6 & 8	\$	24	\$0.00
2	Project Manager	RFO Paras. 6 & 8	\$	24	\$0.00
3	Help Desk Operations Personnel	RFO Paras. 6 & 8	\$	24	\$0.00
4	Help Desk Operations Personnel	RFO Paras. 6 & 8	\$	24	\$0.00
5	Help Desk Operations Personnel	RFO Paras. 6 & 8	\$	24	\$0.00
6	Help Desk Operations Personnel	RFO Paras. 6 & 8	\$	24	\$0.00
<b>Monthly Subtotal</b>			<b>\$0.00</b>	<b>Subtotal</b>	<b>\$0.00</b>

<b>Help Desk System Implementation</b>		
Item No.	Task	Price
7	Approval of Implementation Plan, Testing Plan, and System Requirements Document (Ref. Paras. 9.2.2. and 10.2.)	\$
8	Approval of Test Cases, Software Installation/Testing, and Final Test Package (Ref. Paras. 9.2.4. and 10.3.)	\$
9	Approval of Final Implementation Reports Package and As-Built Documentation (Ref. Para. 10.4.)	\$
10	Report Development and Report Testing (Ref. Paras. 10.5. and 10.6.)	\$
11	Help Desk System As-Built Documentation (Ref. Para. 10.4.4.)	\$
<b>Subtotal</b>		<b>\$0.00</b>

<b>Help Desk System Software</b>		
Item No.	Description	Price
12		\$
13		\$
14		\$
15		\$
16		\$
<b>Subtotal</b>		<b>\$0.00</b>

**Grand Total** **\$0.00**

**THIS PAGE OR A REASONABLE FACSIMILE SHALL BE RETURNED WITH THE RESPONSE. FAILURE TO RETURN THIS PAGE OR A REASONABLE FACSIMILE WILL RESULT IN THE RESPONSE BEING CONSIDERED NON-RESPONSIVE.**

**SCHEDULE 2**  
**EXECUTION OF OFFER**  
**RFO NO. Q442008051876000**

By signature hereon, Respondent certifies that: All statements and information prepared and submitted in the response to this RFO are current, complete, and accurate.

Respondent has not given, offered to give, nor intends to give at anytime hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted response.

Neither Respondent nor the firm, corporation, partnership, or institution represented by Respondent or anyone acting for such firm, corporation, or institution has (1) violated the anti-trust laws of the state of Texas under Texas Business and Commerce Code, Chapter 15, or the federal anti-trust laws; or (2) communicated the contents of this Offer either directly or indirectly to any competitor or any other person engaged in the same line of business during the procurement process for this RFO.

When a Texas business address shown hereon that address is, in fact, the legal business address of Respondent and Respondent qualifies as a Texas Resident Bidder under 1 TAC §111.2.

Under Government Code §2155.004, no person who prepared the specifications or this RFO has any financial interest in Respondent's Offer. If Respondent is not eligible, then any purchase order resulting from this RFO shall be immediately terminated. Furthermore, "under Section §2155.004, Government Code, the vendor (Respondent) certifies that the individual or business entity named in this bid or purchase order is not ineligible to receive the specified purchase order and acknowledges that this purchase order may be terminated and payment withheld if this certification is inaccurate."

Under Family Code §231.006, relating to child support obligations, Respondent and any other individual or business entity named in this solicitation are eligible to receive the specified payment and acknowledge that this purchase order may be terminated and payment withheld if this certification is inaccurate.

Any Offer submitted under this RFO shall contain the names and social security numbers of person or entity holding at least a twenty-five percent ownership interest in the business entity submitting the Offer.

Under Government Code §669.003, relating to contracting with an executive of a state agency, Respondent represents that no person who, in the past four years, served as an executive of the Texas Department of Transportation (TxDOT) or any other state agency, was involved with or has any interest in this Offer or any purchase order resulting from this RFO. If Respondent employs or has used the services of a former executive head of TxDOT or other state agency, then Respondent shall provide the following information: Name of former executive, name of state agency, date of separation from state agency, position with Respondent, and date of employment with Respondent.

Respondent agrees that any payments due under this purchase order will be applied towards any debt, including but not limited to delinquent taxes and child support that is owed to the state of Texas.



**SCHEDULE 2 (CONT.)**  
**EXECUTION OF OFFER**  
**RFO NO. Q442008051876000**

**Source Preferences**

- 1. Products of persons with mental or physical disabilities.
- 2. Vendors that meet or exceed air quality standards. For contracts to be performed in whole or in part, in a designated non-attainment area or an affected county, as those terms are defined by Health and Safety Code §386.001, Texas Emissions Reduction Plan.
- 3. Manufacturer that has a recycle program for computer equipment.
- 4. Contractor providing foods of higher nutritional value.

**Specification Preferences**

- 1. Products made of recycled materials, remanufactured, or environmentally sensitive materials including recycled steel.
- 2. Energy efficient products.
- 3. Rubberized asphalt paving material.
- 4. Recycled motor oil and lubricants.

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**SCHEDULE 3**  
**COMPANY QUALIFICATIONS AND EXPERIENCE**  
**SOLICITATION NO. Q442008051876000**

Respondent shall use this schedule to clearly show how they meet the requirements set forth in the response submission (Ref. Para. 5.).

Respondent Name:	
Addresses: Physical: Mailing:	
Phone Number: Fax Number:	
Name: Phone Number: Email address: of person to contact with questions regarding the solicitation.	
Number of years in business	
Name and title of person signing the response:	
<b>DOCUMENTATION OF COMPANY QUALIFICATIONS AND EXPERIENCE:</b>	
<p>Qualifications and experience in the areas of services to be provided. Respondent should address the following:</p> <p>Experience in providing help desk, asset management services, and general system administration services with a minimum of 3 years in the last 5 managing at least one customer with 200 desktops (Ref. Paras. 5.1. and 5.2.).</p> <p>Financial standing (Ref. Para. 5.3.).</p>	

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**SCHEDULE 4**  
**KEY PERSONNEL QUALIFICATIONS AND REFERENCES**  
**SOLICITATION NO. Q44200805187600**

**Respondent Name:**

The respondent shall complete one profile not to exceed two pages for each individual to be assigned to this purchase order. TxDOT reserves the right to reject the proposed Key Personnel if references or past working performance are questionable or unfavorable.

KEY PERSONNEL INFORMATION		RESPONSE			
FULL NAME:					
NUMBER OF YEARS EMPLOYED BY RESPONDENT:					
TITLE					
KEY PERSONNEL QUALIFICATIONS		# YRS EXP.	FROM	TO	HOW/WHERE OBTAINED
NUMBER OF YEARS EXPERIENCE IN (REQUIRED SERVICE):					
SPECIFIC EDUCATION, QUALIFICATIONS, TRAINING, CERTIFICATIONS:					

Reference: # \_\_\_\_\_

<b>Name of Organization:</b>			
BUSINESS ADDRESS:			
BUSINESS CITY:			
BUSINESS STATE:		ZIP	
CONTACT PERSON NAME:			
CONTACT PERSON TITLE:			
PHONE NUMBER:		FAX	
E-MAIL ADDRESS			
<b>Project Title:</b>			
PROJECT DESCRIPTION AND DOLLAR AMOUNT:			
ROLES AND RESPONSIBILITIES OF THE PROPOSED STAFF DURING THIS PROJECT			
PROJECT START DATE:		PROJECT END DATE	
CLIENT COMMENTS:			

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**SCHEDULE 5**  
**RESPONDENT REFERENCES**  
**SOLICITATION NO. Q442008051876000**

**Respondent Name:**

**Reference #**

Customer Name:	
Project Title:	
Contact Name:	
Contact Title:	
Business Address:	
E-mail Address:	
Phone number:	
Project start & end dates:	
Date system operational in production environment:	
Project description:	
Project cost: (implementation and operational services)	
Outcome of project: (i.e., on time, on budget, and met customer needs)	
Scope of work performed:	
Staff assigned to engagement that are proposed for work on this project, including roles and responsibilities:	
Software application and specific modules installed:	
Number of total and concurrent users:	
Technical environment supported: (hardware, dbms, and operating system)	
Types of interfaces, if applicable, including interfaces, middleware used, and other factors demonstrating the ability to integrate to existing applications	
Types of support services performed:	
Customer service quality:	

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