



TEXAS EDUCATION AGENCY

William B. Travis Building
1701 North Congress Avenue
Austin, Texas 78701-1494

**DELIVERABLES-BASED INFORMATION TECHNOLOGY SERVICES
(DBITS)**

STATEMENT OF WORK (SOW)

RFO No.: 701-14-002

**Maintenance, Support, and Enhancement of
Multiple Texas Education Agency Applications**

<p>PROPOSAL DELIVERY LOCATION: Purchasing & Contracts Division</p> <p>Texas Education Agency, 1701 N. Congress Ave., Rm. 2-125, Austin, TX 78701-1494</p> <p>(512) 463-9041</p>	<p>REFER INQUIRIES TO:</p> <p>Kay Wagner</p> <p>TEAContracts@tea.state.tx.us</p>
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**WITHOUT EXCEPTION - RESPONSE MUST BE TIME AND DATE STAMPED BY THE TEA
PURCHASING & CONTRACTS BEFORE:**

Monday, 07/1/2013 - 3:00 PM, Central Time

Pursuant to the Provisions of the Texas Government Code Title 10 Subtitle D Chapter 2156.121 – 2156.127, sealed responses will be received until the date and time established for receipt. After receipt, names, prices and other response details may only be divulged after award of a contract, if a contract is

awarded. The award notice will be posted to the electronic state business daily at <http://esbd.cpa.state.tx.us/>

All written requests for information will be communicated to all applicants known to the agency.

All responses shall become the property of the State of Texas upon receipt.

All responses must be delivered to the Texas Education Agency Purchasing & Contracts as required by the instructions within this request. All addenda to and interpretation of this solicitation shall be in writing. The State shall not be legally bound by an addenda or interpretation that is not in writing.

Contractor understands and agrees that no public disclosures or news releases pertaining to this RFO, subsequent award, or any results or findings based on information provided or obtained to fulfill requirements of this RFO shall be made without prior written approval of TEA.

NOTE: Failure to formalize the terms of the response by signing the Execution of Offer (Attachment E) will result in disqualification of the offer contained within the bid package.

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Attachment A – Response Cover Page

Attachment B – Price Sheet

Attachment C– Access to Confidential Information

Attachment D – Contractor Guide

Attachment E – Execution of Offer

APPENDIX C

STATEMENT OF WORK (SOW) FOR DELIVERABLES-BASED INFORMATION TECHNOLOGY SERVICES

*Maintenance, Support, and
Enhancement of
Multiple Texas Education Agency
Applications*

Texas Education Agency

June 13, 2013

Appendix C
Statement of Work (SOW)
for Deliverables-Based Information Technology Services (DBITS) Contract
Maintenance, Support, and Enhancement of Multiple Applications
Application Maintenance and Support
Texas Education Agency

1. Introduction

It is the intent of the Texas Education Agency (TEA) to solicit Offers to provide Maintenance, Support, and Enhancement of multiple software applications in accordance with all requirements stated herein. The Awarded Contractor will provide services to include production support; customer assistance/support; maintenance and security; project management and reporting; software modification, enhancement, testing and performance tuning; special requests; and data changes to fully support the applications for the term of the contract.

Eligible Respondents are Contractors with an approved DIR DELIVERABLES-BASED INFORMATION TECHNOLOGY SERVICES (DBITS) contract in the category of Application Maintenance and Support and Application Development.

2. Background

The Texas Education Agency currently out-sources a specific set of maintenance and support tasks for a sub-set of its software applications. These applications reside on a diverse set of platforms and support a diverse set of Agency needs.

The contract may include applications from one or more of the following categories:

- TEA Programs
- Grants
- Legacy Systems
- Technology Deployment
- Financial Systems
- Texas Record Exchange

3. Scope

3.1. Objectives

Maintenance, support, and enhancement of multiple applications as described in Section 10 Services and Skills Needed for Each Application include:

- Production support
- Customer assistance/support
- Maintenance and security
- Project management and reporting
- Requirements and design
- Software modification, enhancement, testing and performance tuning
- Special requests
- Documentation
- Data changes

3.2. Description of Services

TEA provides the following as a high-level description of the services required. Selection of the Contractor includes an evaluation of the Contractor's approach and methodology for performing the services described below.

3.2.1 **Supervisory**

- Ensure the Contractor staff performs all functional requirements as specified in this document.
- Determine and assign Contractor staff resources to all tasks to be performed by the Awarded Contractor staff.
- Supervise and coordinate the work of the Awarded Contractor staff assigned.
- Ensure the Contractor staff follows current system standards for all system modifications.
- Provide the TEA Project Management Office (PMO) Project Management Office with a Weekly Status Report and a Monthly Budget Allocation by Application Report.
- On a monthly basis, provide the TEA PMO Project Management Office with an Application Change Release Plan for the next three months.
- Serve as the Contractor interface for all business functions related to this contract, such as invoicing, project approval, etc.
- Ensure the Contractor staff maintains the entity relationship models for each application using Microsoft Visio or some other agreed upon tool.
- Coordinate developer support and resolution of the user acceptance testing schedules and issues.
- Coordinate the performance of operational activities with the TEA PMO Project Management Office.
- Coordinate software releases with the TEA PMO Project Management Office.

3.2.2 **General Support**

- In coordination with the Data Center Services (DCS) provider, resolve configuration, communication, and all other installation problems encountered by TEA staff.
- Resolve problems and correct defects with the application that the TEA support staff for each application has identified and prioritized. Develop release plans and coordinate release implementation with the TEA PMO Project Management Office.
- Inform the TEA support staff for each application about the impact of new changes on the current development schedule in terms of functionality, dependencies, budgeted and actual hours, and completion dates.
- Monitor performance of the various applications as TEA adds more users to the system.
- Using Microsoft Word and Adobe Acrobat, provide written information on all system modifications to the TEA support staff for each application to update the help desk and end-user documentation.
- Develop software change requests and/or software requirements specifications working with the application owners.
- Design, code, test, and implement system changes while maintaining the current system standards.
- Support all system changes for the life of the contract.

3.2.3 **Application Support**

Availability for each of the applications supported by this contract will vary depending on the time of year as well as the application. In general, the availability of the applications should follow TEA's standard operational requirements (see paragraph 6.1) except for planned system maintenance and software upgrades. Awarded Contractor will perform various tasks to support the application:

- Coordinate with end users to ensure they can log into the production application and the application can retrieve information from the database.
- Diagnose system problems found by TEA staff or end-users.
- Work with third-party software Contractors to resolve problems related to their products.
- In coordination with the DCS provider, provide feedback to TEA in identifying and selecting the best hardware to support the application.
- Using Microsoft Office products, prepare and maintain documentation pertaining to the application, including, but not limited to:
 - System Administrator manual
 - System Developer manual
 - Disaster Recovery documents

3.2.4 **Customer Assistance & Support**

Customer support includes those activities that ensure all questions from system users are answered, problems are researched, and overall assistance is provided within 24 hours of submission for users to perform their jobs as they relate to the application. TEA applications support staff monitor a dedicated email address for support and will open a SCR in Merant Tracker for any issues that need to be escalated to the Awarded Contractor. Services must include but are not limited to, the following:

- Analyzing all Customer Support Requests (CSR) to determine patterns of functionality deficiency or the need for new/revised training procedures
- Meeting regularly with the TEA support staff for each application to discuss project status, defects, new changes, issues affecting application users, and upcoming hardware maintenance
- Assisting the TEA support staff for each application in the preparation of responses to customer inquiries and requests
- Assisting the TEA support staff for each application in identifying necessary functional enhancements
- Assisting the TEA support staff for each application in answering legislative requests within the deadline imposed upon the TEA support staff for each application.
- Providing assistance to the TEA support staff for each application as requested during user acceptance test and production verification
- Providing assistance to the TEA support staff for each application as requested in resolving TEA applications help desk calls
- Design and run ad-hoc queries per TEA applications support staff requests within a mutually agreed upon timeframe

3.2.5 **Database Administration**

- In coordination with and approval from the TEA Data Base Administrators (DBAs) and TEA Data Modelers:
 - Using the TEA Change Management process, request implementation of changes to table, views, stored procedures, triggers, indexes and any other data definition language for the test and production environments;
 - Request implementation of changes to tables, views, stored procedures, triggers, indexes and any other data definition language to the database schema in development;
 - Define database security to ensure that sensitive data is restricted to application specific access;
 - Plan, request and test the implementation of database software upgrades to keep database systems updated with current versions and fixes;
 - Plan, request and test the implementation of operating system changes to database servers.

- Evaluate database configuration options and coordinate the implementation of changes with TEA for improved system performance.
- Be available during the production operation times specified in paragraph 6.1 for support of other technical team members.
- Keep production database scripts up-to-date using the Serena PVCS Version Manager.
- Support the TEA support staff for each application for any database-related or suspected database-related problems.
- Provide on-call support as needed.
- Design, create, modify and test stored procedures to support application modifications.
- Troubleshoot poor performing queries.
- Provide input for the maintenance of the applications entity relationship model.
- Provide input for the design of new tables, views, triggers, indexes and any other data definition language to support application modifications.

3.2.6 Maintenance Modification, Enhancement, & Testing

3.2.6.1 General Procedures

- Follow the TEA ITS software development policy for the Project Management and System Development Lifecycle processes
- Work with the TEA support staff for each application to develop requirements, design, code, test, and implement system changes while maintaining the current system standards; should changes to the current system standards become necessary during the life of the contract, revise the system standards in coordination with the TEA various Multiple Applications support staff and the TEA PMO Project Management Office
- Ensure that all system changes comply with the State accessibility standard appropriate for the content and purpose. Statewide accessibility information is available at <http://www.dir.state.tx.us/management/accessibility/Pages/Overview.aspx>
- Prepare releases of new versions of application software to all three environments: development, test, and production
- Prepare data conversion programs whenever the Awarded Contractor makes a change to the applications database schema or data standards because of an approved Software Change Request (SCR)
- Develop and coordinate release deployments with the TEA PMO Project Management Office
- Assist Data Center Services provider with any issues with the release deployments
- Maintain source code control using the Serena PVCS Version Manager

3.2.6.2 Maintenance, Modification, and Enhancement

Software maintenance, modification, and enhancement are defined as changes to existing programs or job control procedures and new program development. These efforts are scoped and managed through formal SCRs using the Merant Tracker software. The time required to accomplish a change may vary in size and duration based on the business and technical requirements. The work effort may range from less than a single hour of effort to hundreds of hours of effort for a specific change request. Time estimates will be required and will include analysis, requirements definition, design, coding, testing, implementation, and documentation. All SCRs must adhere to TEA software change and version control processes. The TEA PMO Project Management Office must approve a SCR before the Awarded Contractor initiates any modifications or enhancement of an application for production use. TEA will not compensate the Awarded Contractor for any work done without an approved SCR.

The Awarded Contractor must:

- Ensure that the overall design of the application and the code itself is efficient and does not place an unnecessary load on the Agency servers or network
- Conduct performance analysis and testing on all Structured Query Language (SQL) prior to moving to production

- Work with TEA database administrators as needed to tune or redesign any long-running or resource-intensive processes
- Notify the TEA PMO Project Management Office of any increase in resource utilization that is greater than 10%
- Document the architecture, application functionality, and all code for maintainability as it is changed

Typical maintenance modification and enhancement efforts include:

- Analysis of application performance and identification of performance problems and solutions
- Analysis and tuning of database performance, including:
 - Analysis of SQL execution plans
 - Modification of SQL and indexes to achieve optimum performance
 - Modification of custom reports and programs to achieve optimum performance
 - Identification of tables for row-level locking, update statistics, and cache placement
- Changes to an application to fix or moderate problems in meeting existing functional or performance requirements
- Modification of application architecture and configuration parameters to optimize performance
- Changes to an application to fix or moderate problems resulting from incompatibilities with the application's existing platform or environment
- Changes to an application to fix or moderate problems resulting from changes to the current platform or environment
- Changes to an application to support changes in business requirements
- Changes to an application to enhance functionality for existing business requirements
- Changes to an application to provide greater interoperability between and among applications and/or their data
- Changes to an application to provide a more effective user interface
- Changes to an application in support of changes in the future direction of TEA application and platform architectures
- Changes to an application to remediate existing security vulnerabilities
- Changes to an application in support of TEA Information Technology Services's policy
- Changes to an application in support of planned migration from aging technology
- Testing of application functionality or performance
- Testing in order to assure that other changes to the application are correct and have not negatively affected other application functionality

3.2.6.3 Unit Testing, Integration Testing, Regression Testing, System Testing and Customer Acceptance Testing

Unit Testing includes those activities required to test individual programs and/or classes of programs that the developer has written or modified per the requirements. The goal of testing is to ensure that the changes to the application are correct and per specification and have not negatively affected other application functionality.

Integration testing includes those activities required to test individual software modules that the developer has combined as a group. The objective of integration testing is to make sure that the interaction of two

(2) or more components produces results that satisfies a functional requirement. In integration testing, the developer writes test cases with the express purpose of exercising the interface between the components.

Regression testing seeks to uncover software errors by partially retesting a modified program. The intent of regression testing is to assure that a bug has been successfully corrected based on the error that was found while providing a general assurance that no other errors were introduced in the process of fixing the original problem. This class of testing will also be conducted when the TEA Login (TEAL) security portal has promoted a new release through the development, test and production environments.

System testing of software or hardware is testing conducted on a complete, integrated system to evaluate the system's compliance with its specified requirements, both functional and non-functional.

The tester creates Test Plans for every level of testing described above, outlining all the testing activities and expected results. The tester must make Test Plan documents available to the TEA PMO Project Management Office for review.

Any testing efforts must be to validate the results of an SCR or to investigate potential functional or performance issues that may result in an SCR. Quick Test Professional (QTP) is a testing tool that is available for use by the Awarded Contractor. The tester documents the testing efforts and results within the SCR through Notes and/or attached documents. The more complex the requirements of an SCR, the more complete and thorough the level of testing will be required. Regardless of the depth of testing, the tester must correct, document within the SCR through Notes and/or attached documents, and report any defects found to the TEA PMO Project Management Office.

Customer Acceptance testing is required for all application changes. The Awarded Contractor will plan and coordinate customer acceptance testing for each application change. Depending on the size and/or complexity of the change, a detailed customer acceptance testing plan may be required. All defects found will be documented within the SCR through Notes and/or attached documents and reported to the TEA PMO Project Management Office. The Contractor at no additional charge will fix all defects that are a result of an application change.

3.2.6.4 Independent Verification and Validation (IV&V)

The various applications may undergo a period of IV&V testing before each major release to production, depending upon TEA resource availability. The TEA IV&V test group will perform this testing with the intention of verifying and validating the coding and testing activities of the Awarded Contractor. Regardless of whether or not a release will be undergoing IV&V testing, the Awarded Contractor is not relieved of the responsibility for thoroughly testing all modifications to the application to eliminate, as much as possible, defects in the application.

3.2.7 Security

Security includes those activities that are required to ensure the confidentiality, integrity, and availability of the various applications. The Awarded Contractor will remediate any security flaws found in the various applications code at the Awarded Contractor's expense, regardless of when the flaws are identified. This is separate from new security functionality, which will be treated as a software enhancement in accordance with the terms of this SOW. Activities include, but are not limited to, the following:

- Reporting any identified security vulnerabilities within software utilized by the various applications environment to the TEA PMO Project Management Office
- Working with TEA in implementing any security-related patches to minimize the Agency's exposure to discovered vulnerabilities

- Ensuring that security vulnerabilities discovered in existing code bases and/or system configurations are remediated in accordance to the severity levels defined in paragraph **Error! Reference source not found.**6.2
- Ensuring that new software modifications and enhancements follow TEA's security policies and standards and the Open Web Application Security Project's (OWASP) Top Ten list of most critical application security flaws to avoid, which is located at http://www.owasp.org/index.php/OWASP_Top_Ten_Project
- Monitoring the behavior of the supported components and promptly reporting any suspected security breaches in accordance with TEA's security incident response procedures

3.2.8 **Production Support**

Production support of the application system(s) may include batch and online processing of day, night, and weekend or cyclical and periodic production schedules. Production support includes those activities that are required for ensuring that the systems are available for use, the online application functions as designed, the application produces the expected results, and the batch processes are completed as scheduled. Any errors found during production are logged in the Merant Tracker software as a production defect. The Awarded Contractor resolves any problems logged in Merant Tracker by performing analysis, code fixing, testing, user verification, and documenting the resolution.

3.2.9 **Performance Tuning**

Performance tuning includes those activities performed to maximize overall system performance to ensure the best throughput for data entry, processing tasks, and report generation. Performance tuning activities include, but are not limited to, the following:

- Query analysis
- Report analysis
- Process analysis

3.2.10 **Special Requests**

Special requests are activities that are not routine or recurring. Special requests may be one-time runs and ad-hoc report requests requiring a quick response and turn-around time. The Awarded Contractor must initiate any special requests only as the result of an approved SCR. Special request activities include, but are not limited to, the following:

- Special ad-hoc report requests
- Research
- Special requests for documentation
- Special requests for data analysis
- Tracking monthly end user assistance

3.2.11 **Data Changes**

Data changes are requests to update data that an application is not able to perform. This may involve writing SQL scripts, shell scripts, or other programs. The Awarded Contractor must initiate any data change requests only as the result of an approved SCR. Data change activities include, but are not limited to, the following:

- Analyzing data anomalies
- Creating SQL or other code to update data
- Performing peer inspections of proposed changes

- Assessing risk of requested data changes
- Ensuring data backups are completed prior to changes in order to provide a means to roll back the data change if needed
- Loading, modifying, merging, or manipulating data by means other than SQL
- Documenting SQL pre- and post-results
- Coordinating SQL techniques and results with requester, as needed
- Maintaining a complete set of data change records of all considerations above

3.2.12 Documentation

The Awarded Contractor must maintain all existing documentation before application deployment and create additional documentation as the need arises. All documentation must comply with the State accessibility standard appropriate for the content and purpose. Statewide accessibility information is available at <http://www.dir.state.tx.us/management/accessibility/pages/overview.aspx>. The TEA PMO Project Management Office reviews and approves all documentation. Documentation must be provided electronically and be suitable for printing. This includes, but is not limited to, technical, program, and system documentation. The Awarded Contractor must document all modifications to programs/modules through SCR Notes and/or attached documents. The developer must document the SCR number in the code if the change is a result of a program defect.

The Awarded Contractor needs to create and maintain the following procedures:

- Major release builds
- Implementation of fixes (patches)
- Hardware upgrades
- Software upgrades

The Awarded Contractor needs to maintain the following user documentation:

- User reference
- Training materials
- Online help

3.2.13 Quality Control Management

The TEA PMO Project Management Office will perform any quality assurance reviews necessary to ensure the highest quality work product and deliverables in accordance with the requirements identified through the execution of this SOW. Additionally, the TEA PMO Project Management Office will perform tasks to ensure all deliverables are received as scheduled free of defects and that all risks are identified as early as possible and appropriate actions are taken to mitigate each risk. The Awarded Contractor must make available all data, work schedules, project plans, correspondence, deliverable documentation, and any other documents deemed necessary for the TEA PMO Project Management Office to determine the completeness and quality of the deliverables produced and the overall progress of the work. At no additional expense to TEA, the Awarded Contractor shall make all corrections necessary to resolve any quality issues found by the TEA PMO Project Management Office.

4. Deliverables

Each of the deliverables will be tracked with an SCR using the Merant Tracker software. TEA and the Awarded Contractor will negotiate the estimated price and delivery date on each SCR.

The Awarded Contractor will follow these Change Management Procedures for each SCR:

- a) An SCR is submitted using Merant Tracker.
- b) The TEA PMO Project Management Office reviews the SCR, fund balances, and schedules to determine if and how work should proceed.
- c) The TEA PMO Project Management Office requests an estimated price by updating the SCR Status in Merant Tracker to "Estimate required." Unless otherwise specified by the TEA PMO Project Management Office or mutually agreed upon between the TEA PMO Project Management Office and the Awarded Contractor, the Awarded Contractor may not submit an invoice to TEA for the cost of completing the estimate.
- d) The Awarded Contractor investigates the impact of the SCR and completes the estimate. The Awarded Contractor updates SCR status to "Estimate Completed," prepares the following information, and attaches information as a note on the SCR:
 - o Price estimate
 - o Estimated completion date
 - o Scheduling assumptions
- e) The Awarded Contractor and TEA PMO Project Management Office may discuss the estimate and alternative solutions, if appropriate. The TEA PMO Project Management Office may request a revised estimate if he decides that an alternative is appropriate or that the SCR requires greater attention by the PMO staff, including but not limited to joint Awarded Contractor/TEA design inspections, joint Awarded Contractor/TEA code inspections, IV&V, and other reasonable related activities.
- f) The TEA PMO Project Management Office may revise the SCR in writing based on oral agreements regarding alternatives and/or to indicate greater PMO attention and planned TEA inspections with participants.
- g) The Awarded Contractor may revise the price estimate and schedule based on the alternatives discussed or revisions to the SCR.
- h) The TEA PMO Project Management Office determines if TEA has a sufficient budget balance on the contract to proceed and so notifies Awarded Contractor in writing.
- i) If:
 - o No agreement is reached, return to step (e) above
 - o The TEA PMO Project Management Office cancels the SCR, the Awarded Contractor shall have no further obligation in connection with such SCR
 - o The TEA PMO Project Management Office agrees to the price estimate, schedule, and schedule assumptions, the TEA PMO Project Management Office approves the SCR and notifies Awarded Contractor by updating Tracker with the appropriate status
- j) If the TEA PMO Project Management Office approves the SCR in Tracker, the Awarded Contractor may begin work on the SCR. TEA will not consider work on the SCR complete or billable until the application owner has tested and approved the resulting changes in the production environment.
- k) The Awarded Contractor needs to complete the required fields in Merant Tracker and submit a production deployment request email to the TEA PMO Project Management Office prior to the scheduled production deployment date/time. Once the SCR is deployed to the production environment, the application owner shall perform production verification of the changes. Once verified, the application owner shall add a Production Verification note and update the Verified Production field to "Passed" in Merant Tracker for each SCR deployed and verified.
- l) If the TEA PMO Project Management Office has designated in writing to the Awarded Contractor that the SCR requires greater PMO attention, the Awarded Contractor must prepare for and provide inspection participation opportunities to individuals designated by the TEA PMO Project Management Office.

- m) Upon the Awarded Contractor's completion of the SCR, the Awarded Contractor updates the SCR status to "Complete" and, for SCR metrics compilation only, enters the actual amount of time worked.
- n) If the TEA PMO Project Management Office determines that work performed by Awarded Contractor:
 - o Does not conform to the specifications set forth in the SCR, the contract requirements, or the TEA Contractor Guide, the TEA PMO Project Management Office notifies the Awarded Contractor in writing within ten (10) work days and documents the deficiencies; no payment to the Awarded Contractor will be allowed during this time
 - o Is done at or under 100% of the agreed prices and conforms to the specifications set forth in the SCR, the contract requirements, and the TEA Contractor Guide, the TEA PMO Project Management Office shall approve payment of the agreed upon price to Awarded Contractor
 - o Conforms to the specifications set forth in the SCR, the contract requirements, and the TEA Contractor Guide, but the actual price is between 100% and 110% of the agreed estimate, TEA shall pay the full actual price up to 110% of the agreed estimate; the Awarded Contractor shall disclose the basis for charging an amount in excess of the agreed upon estimate
 - o Conforms to the specifications set forth in the SCR, the contract requirements, and the TEA Contractor Guide, but the actual price exceeds 110% of the agreed estimate, TEA shall pay only 110% of the agreed estimate and is not liable for the excess over 110%; the Awarded Contractor shall disclose the basis for charging an amount in excess of the agreed upon estimate
- o) If TEA has changed the priorities of the work, notified the Awarded Contractor in writing, and obstructed the Awarded Contractor from finishing the work, the Awarded Contractor and TEA PMO Project Management Office will determine the value of the partially completed work and the Awarded Contractor may invoice TEA for such partially completed work.
- p) TEA will exercise its rights to audit the Awarded Contractor if actual prices consistently exceed agreed upon estimates.
- q) If the Awarded Contractor determines with or without reports from TEA that a production failure has occurred, the Awarded Contractor will promptly begin work to correct the failure and may continue to work for up to four (4) hours until the incident is resolved or until the TEA PMO Project Management Office authorizes continuation of work.
 - o If the Awarded Contractor deems that the incident requires a level of effort beyond four (4) hours, the Awarded Contractor must make a prompt effort to contact the TEA PMO Project Management Office using all communications methods previously agreed to in writing in order to seek authorization for further work. The Awarded Contractor shall have no further obligation with regard to such incident unless and until such agreement is reached between the Awarded Contractor and the TEA PMO Project Management Office on appropriate further expenditure to solve the problem.
 - o If the Awarded Contractor begins work on a production support incident during non-office hours, the Awarded Contractor will provide the TEA PMO Project Management Office a full report on production support before 9:00 a.m. the next business day, or make reasonable effort to do so. If the Awarded Contractor begins work on a production incident during office hours, the Awarded Contractor will provide the TEA PMO Project Management Office with a full report at the earliest reasonable opportunity.
- r) The Awarded Contractor may begin only one (1) production support incident per day without explicit authorization from the TEA PMO Project Management Office. In the event that the TEA PMO Project Management Office, in his/her sole determination, determines that the Awarded Contractor is initiating excessive Awarded Contractor-authorized production support incidents, the TEA PMO Project Management Office may notify the Awarded Contractor in writing that the

Awarded Contractor's permission to open further production support incidents without prior authorization has been temporarily or permanently revoked.

- s) Errors introduced by the Awarded Contractor-provided software or documentation will be corrected by the Awarded Contractor at no expense to the TEA.
- t) Unless otherwise indicated by TEA, payment is only by reimbursement upon satisfactory performance of deliverables. The TEA PMO Project Management Office solely shall determine satisfactory performance by the timeliness and accuracy of deliverables. TEA will issue payment upon submission of properly prepared and certified invoices that detail the deliverables provided during the invoice period and associated costs. TEA shall make payments in accordance with the Prompt Payment Act provided in Texas Government Code, Title 10, Subtitle D, Section 2251.

5. Reports and Meetings

5.1. Project Management and Reporting

Project Management and Reporting includes those activities that ensure the Awarded Contractor delivers the expected deliverables on schedule and at the agreed price and are of the highest quality. The following is a list of activities that the Awarded Contractor must perform to meet customer expectations:

- Plan
- Schedule
- Control
- Monitor resources
- Comply with TEA standards, processes, and procedures
- Communicate with the TEA PMO Project Management Office to ensure that TEA and the contractors are mutually aware of the current status, issues, and future directions for each application

Management reporting includes the following reports provided to the TEA PMO Project Management Office. The Awarded Contractor prepares the reports using Microsoft Office products and submits them electronically via email on the business day prior to the scheduled weekly status meeting.

- The Weekly Status Report is submitted and reviewed at each scheduled weekly status meeting and must include, at minimum, the following:
 - Date of the report and period covered by the report
 - Name of the author of the report
 - A list of SCRs received and the actions or plans for them
 - A list of activities and accomplishments for the completed reporting period
 - A list of planned activities and accomplishments for the next reporting period
 - A list of risks and proposed mitigation plans
 - A list of issues requiring TEA decisions
- The Monthly Budget Allocation by Application Report is submitted monthly to the TEA PMO Project Management Office.
 - Date of the report and period covered by the report
 - Name of the author of the report

- A list of all applications and the budgeted funding allocation by hours
 - A list of estimated hours needed for all work that must be done to support applications throughout the year
 - A list of discretionary hours for each application after removing the estimated hours of required work.
- The Application Release Plan is submitted monthly to the TEA PMO Project Management Office.
 - Date of the report and the three (3) month period covered by the report
 - Name of the author of the report
 - A list of release plans for each application and the planned release month.
 - A list of SCRs in each application release
 - A list of SCRs in each release that must be implemented by a certain date due to business cycles, legislative mandates or agency initiatives.

The Awarded Contractor shall provide an additional management report to the TEA PMO Project Management Office if the Contractor is submitting invoices to TEA on any amount above the original price agreed. The Awarded Contractor prepares this exception report using Microsoft Office products and submits it electronically to the TEA PMO Project Management Office via email prior to submitting the invoice. The report must include, at minimum, the following:

- Date of the report
- Name of the author of the report
- SCR number and description
- Original agreed-upon price value of the request
- The invoice amount
- An explanation of the reason for variance

The TEA PMO Project Management Office will determine the need for other management reporting for larger maintenance or enhancement efforts based on the size or complexity of the change. Documents will be prepared using Microsoft Office products and submitted electronically to the TEA PMO Project Management Office via email. If the document size prevents delivery via email, then the Awarded Contractor may submit the documents on compact disk. Reports may include, but are not limited to, the following:

- Detailed Project Plan including a work breakdown structure that includes a delivery schedule
- Risk Plan
- Communication Plan
- Cost Projection Plan
- Requirements Specification
- Design & Analysis Specification
- Test Plan and Test Scripts

5.2. Meetings

The Awarded Contractor will meet with the TEA PMO Project Management Office on a weekly basis at a mutually agreeable place and time to review and discuss the state of the various applications and progress of ongoing SCRs.

The Awarded Contractor will meet with the TEA PMO Project Management Office and each of the applications support staff at a mutually agreeable place and time to review current SCRs progress as well as plans for future SCRs.

The TEA PMO Project Management Office and/or the Awarded Contractor may schedule other meetings as needed to ensure the stability and functionality of the various applications.

6. Service Level Agreement

All current system functions must be maintained and new features added while meeting the production operation requirements listed below. The Awarded Contractor will be required to respond outside of normal working hours and on holidays if necessary to meet production operation requirements. Each SCR will include negotiated dates for the tasks and/or the deliverables expected upon completion of the SCR.

6.1. Production Operation Requirements

- Workday availability requirement (Central Time Zone): 7:00 am – 6:00 pm. Monday through Friday – 100% of time. The Awarded Contractor's team must maintain coverage over the lunch hour.
- Application Deployment Support may be required outside of normal TEA work hours: 8:00 am – 5:00 pm Monday through Friday.
- Other requirements: If system down time for maintenance is required outside of the normal scheduled maintenance window (5:00 a.m. Sunday to 2:00 p.m. Sunday), the TEA PMO Project Management Office must approve it and notification of down time must be scheduled in advance.

7. Period of Performance

The term of any contract resulting from this SOW shall be from contract award until August 31, 2014. TEA, at its own discretion, may extend any contract awarded pursuant to this SOW for up to four (4) additional fiscal years under the same or different terms. If renewed, the first renewal period shall be from September 1, 2014 through August 31, 2015, the second renewal period shall be from September 1, 2015 through August 31, 2016, the third renewal period shall be from September 1, 2016 through August 31, 2017 and the final renewal period shall be from September 1, 2017 through August 31, 2018.

If a contract resulting from this SOW is awarded to a new Contractor rather than to the current Contractor, then a four (4) week transition period will be required at the beginning of the contract from August 5, 2013 through August 30, 2013 at no additional cost to TEA. This is necessary to ensure a smooth transition from the current Contractor supporting the Multiple Applications to the new Contractor.

8. Invoices

The Awarded Contractor shall submit the Services Delivered Report to the TEA PMO Project Management Office within the first two (2) working days of each month as described in the TEA Contractor Guide. Once the TEA PMO Project Management Office has approved the Services Delivered report, then the Awarded Contractor shall submit an invoice in the same format. The invoice may be hand delivered to TEA Accounts Payable at the address below or preferably emailed to TEAAccountsPayable@tea.state.tx.us.

The Awarded Contractor shall be required to deduct a retainage amount of five percent (5%) from each monthly payment requested on all deliverables. The Awarded Contractor, based on satisfactory performance, will be allowed to include the total dollar amount retained in its final invoice for each year of the contract. Performance shall be determined by the timeliness and accuracy of the deliverables.

9. Customer/Contractor-Furnished Equipment and Work Space

9.1. Development Environment

The development environment for the various Multiple Applications application currently exists at TEA. At some point in the future, TEA and the Data Center Services Provider will move the development environment into one (1) of the two (2) State data centers. Access to the development environment is available through the TEA LAN while physically in the TEA offices. Remote access to the TEA LAN is available through a Citrix portal.

9.2. Work Hours

The Awarded Contractor staff is required to be on site every day from 7:00 A.M. to 6:00 P.M. Central Time on regular State business days unless the Awarded Contractor makes prior arrangements with the TEA PMO Project Management Office. The schedule of State holidays for fiscal year 2013, ending on August 31, 2013, is available at <http://sao.hr.state.tx.us/Compensation/holidays.html>. State holidays for fiscal year 2014 will be similar. Occasional late night and weekend technical support is required to fulfill the requirements specified in this SOW. TEA will provide the Awarded Contractor staff space for work, meetings, product demonstrations, and most other activities required for completion of this agreement at a location deemed appropriate by TEA. Offshore development teams are not acceptable.

9.3. Off Site Development

The development environment for these applications currently exists at TEA and is intended to remain at TEA.

- The Awarded Contractor must receive advance approval from the TEA PMO Project Management Office to perform TEA work off-site.
- The Awarded Contractor is responsible for the following whenever the Awarded Contractor develops or modifies code at any location other than TEA:
 - The Awarded Contractor is responsible for their own restoration and must ensure that they complete the proper backups routinely.
 - For any off-site work that TEA may approve, the Awarded Contractor is responsible for all lost time due to failures at the Awarded Contractor's development location. TEA will not accept charges for the time or materials that the Contractor needs to recover from any failures such as network or equipment outages at the Awarded Contractor's location.
 - The Awarded Contractor must check all source code capable of being compiled without errors into Serena PVCS Version Manager on a daily basis. Access from off site to Serena's PVCS Version Manager running on the TEA LAN is available through the Citrix portal. If the source code is not in a state to be compiled without errors, then the Awarded Contractor must copy the source code to a working folder on the development server on a daily basis.

10. Services and Skills Needed For Each Application

The following applications are in direct support of specific TEA programs, grants, legacy and financial systems, and technology deployment. Each application is typically in production and supports one TEA Division. Some of these applications may interface to other applications or databases. The application services and skills required for TEA applications include the following. The Awarded Contractor must staff the team with seasoned developer(s) that have the ability to move from application to application. Excellent communication skills are needed to support the customer base as well as communicate and coordinate application development with various TEA Information Technology Services staff and the DCS provider.

Category	TEA PROGRAM
Application Name	21st Century Community Learning Centers (21st CCLC)
Description	The 21 st Century Community Learning Centers (21 st CCLC) serves as a supplementary program to enhance local reform efforts. The program assists students in meeting academic standards in core subjects (math, reading, science, social studies) by providing out-of-school time services to students and their families through community learning centers that offer an array of enrichment activities to complement regular academic programs.
Lifecycle Status	This application is in production and requires ongoing maintenance support.
Tasks to be Performed	<p>The tasks include, but are not limited to, performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer as requested with particular attention to program cycle periodic production support needs as detailed in SOW Section 3.2.8. <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application and any related interfaces. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control, and monitor resources to ensure that expected deliverables are on schedule and at the agreed price

	<p>and are of the highest quality.</p> <ul style="list-style-type: none"> • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer, and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11. • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.
<p>Anticipated Workload for 9/1/13-8/31/14</p>	<p>Listed below are estimates only and will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 5 data changes (average 4 hours per change). • Approximately 29 software changes (average 26 hours per change). • Approximately 5 customer support calls (average .25 hours per call). • End-user customer support is on-going, as needed. • Production support is ongoing (average 5 support calls per year for an average of 2 hours).
<p>Skill Set Required</p>	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems. • Work experience with web application development using Microsoft Visual Studio, ASP.NET, C#, HTML/CSS, XML, Web Services, and JavaScript. Familiar with Windows 2003 Server and IIS 6.0. • Work experience and skills in the use of Microsoft SQL Server 2005/2008, T-SQL, triggers, and stored procedures. • Work experience and skills in the use of Crystal Reports 11.5, Crystal Enterprise 11.5 and SAP BOE 3.1 • Work experience in performing software development according to standardized processes and using standardized tools. Note that experience with Merant Tracker and Serena PVCS Version Manager are preferred. • Work experience and skills in documenting software applications, including requirements, design, test, and user documentation. • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for same.

Application Platform	MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 3.5, Microsoft SQL Server 2008, SAP BOE 3.1
Number of Users Supported	This application supports approximately 1,535 user accounts.

Category	TEA PROGRAM
Application Name	Communities in Schools of Texas (CIS)
Description	<p>The mission of Communities In Schools (CIS) is to surround students with a community of support, empowering them to stay in school and achieve in life. CIS partners with educators, students, and parents to identify needs of students who are at-risk of dropping out of school. By engaging community resource partners, CIS customizes learning supports for students and provides individual case management. CIS monitors student level data and tracks education outcomes. The CIS program model has six components:</p> <ul style="list-style-type: none"> • Academic support including tutoring and extended learning time • College and career readiness including pre-employment preparation • Enrichment activities including mentoring • Health and human services including mental health and basic needs • Parent and family involvement including home visits • Supportive guidance and counseling <p>The Texas Education Agency focuses state and federal resources on identifying and replicating proven strategies for dropout prevention and recovery. Research indicates that providing mentors or adult advocates for students at-risk of dropping out of school is an effective dropout prevention strategy to help students address learning, social, and emotional needs that are barriers to academic achievement. This is one of the proven strategies used in the CIS program. CIS also provides targeted academic support to address skill gaps and enrich the learning environment for students who are off-track and struggling.</p>
Lifecycle Status	This application is in production and requires ongoing maintenance support.

<p>Tasks to be Performed</p>	<p>The tasks include, but are not limited to, performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer as requested with particular attention to program cycle periodic production support needs as detailed in SOW Section 3.2.8. <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application and any related interfaces. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control, and monitor resources to ensure that expected deliverables are on schedule and at the agreed price and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer, and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11. • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.
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Anticipated Workload for 9/1/13-8/31/14	<p>Listed below are estimates only and will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 27 data changes (average 2.5 hours per change). • Approximately 59 software changes (average 44 hours per change). • Approximately 5 customer support calls (average .25 hours per call). • End-user customer support is on-going, as needed. • Production support is ongoing (average 5 support calls per year for an average of 2 hours).
Skill Set Required	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems. • Work experience with web application development using Microsoft Visual Studio, ASP.NET, C#, HTML/CSS, XML, Web Services, and JavaScript. Familiar with Windows 2003 Server and IIS 6.0. • Work experience and skills in the use of Microsoft SQL Server 2005/2008, T-SQL, triggers, and stored procedures. • Work experience and skills in the use of Crystal Reports 11.5, Crystal Enterprise 11.5, and SAP BOE 3.1. • Work experience in performing software development according to standardized processes and using standardized tools. Note that experience with Merant Tracker and Serena PVCS Version Manager are preferred. • Work experience and skills in documenting software applications, including requirements, design, test, and user documentation. • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for same.
Application Platform	MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 3.5, Microsoft SQL Server 2008, SAP BOE 3.1
Number of Users Supported	This application supports approximately 783 user accounts.

Category	TEA PROGRAM
Application Name	State Performance Plan (SPP 7, 11 - 14) – Web Based Application
Description	<p>The State Performance Plan (SPP) system is an automated program that collects information required by the U.S. Department of Education Office of Special Education Programs (OSEP). The state of Texas reports this data to OSEP and each of the five SPP indicators gathers different data.</p> <p>SPP 7 identifies the percent of preschool children (3, 4, and 5 years old) with Individualized Education Programs (IEP) who demonstrate improvement in three specific areas:</p> <p>SPP 11 reflects the percent of children with parental consent to evaluate, who were evaluated and eligibility was determined within 90 days.</p> <p>SPP 12 reflects the percent of children referred by Early Childhood Intervention prior to age 3, who are found eligible for special education and who have an IEP developed and implemented by their third birthday. For compliance purposes, data are collected on all three year old children with disabilities.</p> <p>SPP 13 focuses on secondary transition, and identifies the percent of youth with IEPs, who are aged 16 and above, with an IEP that includes appropriate measurable postsecondary goals that are updated annually and are based upon an age-appropriate transition assessment, transition services, including courses of study, that will reasonably enable the student to meet those postsecondary goals, and annual IEP goals related to the student’s transition services needs. The application also collects evidence that the student was invited to the IEP Team meeting where transition services are to be discussed and evidence that, if appropriate, a representative of any participating agency was invited to the IEP Team meeting with the prior consent of the parent or student who has reached the age of majority.</p> <p>SPP 14, which focuses on designated for Post-School Outcomes, identifies the percent of youth who had IEPs, are no longer in secondary school, and who have been competitively employed, enrolled in some type of postsecondary school, or both, within one year of leaving high school.</p>
Lifecycle Status	<p>The SPP applications are available at different times throughout the year to allow district users to input data into the system. The following are the dates that the specific application is open for use:</p> <ul style="list-style-type: none"> • January 3 – SPP 7 • April 1 – SPP 13 and 14 • July 1 – SPP 11 and 12 <p>All applications are closed to user input on August 31 of each year.</p> <p>SPP applications are web based applications built with .Net 3.5 C# programming language against SQL Server database on Windows</p>

	<p>Server. Designed with an object-oriented architecture including the presentation, business object and data access layer.</p> <p>This application requires ongoing maintenance support.</p>
<p>Tasks to be Performed</p>	<p>The tasks include, but are not limited to, performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer as requested with particular attention to program cycle periodic production support needs as detailed in SOW Section 3.2.8. <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application and any related interfaces. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control, and monitor resources to ensure that expected deliverables are on schedule and at the agreed price and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer, and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11. • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.

Anticipated Workload for 9/1/13-8/31/14	<p>Listed below are estimates only and will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 11 data changes (average 3.5 hours per change). • Approximately 66 software changes (average 15 hours per change). • Approximately 5 customer support calls (average .25 hours per call). • End-user customer support is on-going, as needed. • Production support is ongoing (average 5 support calls per year for an average of 2 hours).
Skill Set Required	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems. • Work experience with web application development using Microsoft Visual Studio, ASP.NET, C#, HTML/CSS, XML, Web Services, and JavaScript. Familiar with Windows 2003 Server and IIS 6.0. • Work experience and skills in the use of Microsoft SQL Server 2008, T-SQL, triggers, and stored procedures. • Work experience and skills in the use of Cognos 8, including Report Studio and Query Studio. • Work experience in performing software development according to standardized processes and using standardized tools. Note that experience with Merant Tracker and Serena PVCS Version Manager are preferred. • Work experience and skills in documenting software applications, including requirements, design, test, and user documentation. • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for same.
Application Platform	MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 3.5, Microsoft SQL Server 2008, Cognos 8
Number of Users Supported	This application supports approximately 1,677 user accounts.

Category	TEA PROGRAM
Application Name	Charter Schools Tracking System (CSTS)

Description	The Charter Schools Tracking System (CSTS) is a web-based application. It contains general data on the Texas open-enrollment charter schools under Subchapter D and E of Chapter 12 of the Texas Education Code. The data is maintained by the Division of Charter Schools, but the application is used by staff throughout the Agency. There are two (2) levels of user access: administrators and read-only users.
Lifecycle Status	This application requires minor enhancements and ongoing maintenance support.
Tasks to be Performed	<p>The tasks include, but are not limited to performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support Provide production support to the TEA customer, as requested, with particular attention to program cycle periodic production support needs, as detailed in SOW Section 3.2.8.</p> <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs and to efforts supporting the application transition, as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application, as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO Division documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control and monitor resources to ensure that expected deliverables are on schedule, within prices and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11. • Provide data change support to provide data from this

	<ul style="list-style-type: none"> application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.
Anticipated Workload for 9/1/13-8/31/14	<p>Listed below are estimates only and will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 3 data changes (average 2.3 hours per change). • Approximately 29 software changes (average 25 hours per change). • Approximately 6 special requests for processing/ad hoc reports (average 2.7 hours per request). • Approximately 15 customer support calls (average 2 hours per call). • End-user customer support is on going, as needed. • Approximately 15 production support requests (average 2 hrs per request).
Skill Set Required	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems • Work experience with web application development using ASP.NET and ASP pages, C#, VBScript, HTML, T-SQL Stored Procedures, SQL, NAnt, and JavaScript. Familiar with Windows 2003 Server and IIS 6.0 • Work experience and skills in the use of Microsoft SQL Server 2005/2008, T-SQL, triggers, and stored procedures. • Work experience and skills in the use of Crystal Reports 11.5, Crystal Enterprise 11.5, and SAP BOE 3.1. • Work experience in performing software development according to standardized processes, using standardized tools. Experience with Merant Tracker, Serena PVCS Version Manager and Microsoft Visual Studio are preferred • Work experience and skills in documenting software applications, including requirements, design, test and user documentation • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for it.
Application Platform	MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 2.0, Microsoft SQL Server 2008, SAP BOE 3.1
Number of Users Supported	This application supports approximately 150 user accounts.

Category	TEA PROGRAM
Application Name	Correspondence & Dispute Resolution Management System (CDRMS)
Description	The Special Education Correspondence & Dispute Resolution Management System (CDRMS) is a web-based application that integrates and manages both the correspondence as well as the three dispute resolution processes for students with disabilities in the state of Texas: complaints, due process hearings, and mediations. The data are entered by TEA users based on correspondence sent to and disputes filed with the Agency.
Lifecycle Status	This application is in production and requires ongoing maintenance support.
Tasks to be Performed	<p>The tasks include, but are not limited to, performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer as requested with particular attention to program cycle periodic production support needs as detailed in SOW Section 3.2.8 <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application and any related interfaces. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control, and monitor resources to ensure that expected deliverables are on schedule and at the agreed price and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer, and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10.

	<p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11. • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.
<p>Anticipated Workload for 9/1/13-8/31/14</p>	<p>Listed below are estimates only and will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 4 data changes (average 1 hour per change). • Approximately 21 software changes (average 22 hours per change). • Approximately 5 customer support calls (average .25 hours per call). • End-user customer support is on-going, as needed. • Production support is ongoing (average 5 support calls per year for an average of 2 hours).
<p>Skill Set Required</p>	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems. • Work experience with web application development using Microsoft Visual Studio, ASP.NET, C#, HTML/CSS, XML, Web Services, and JavaScript. Familiar with Windows 2003 Server and IIS 6.0. • Work experience and skills in the use of Microsoft SQL Server 2005/2008, T-SQL, triggers, and stored procedures. • Work experience and skills in the use of Crystal Reports 11.5, Crystal Enterprise 11.5, and SAP BOE 3.1. • Work experience in performing software development according to standardized processes and using standardized tools. Note that experience with Merant Tracker and Serena PVCS Version Manager are preferred. • Work experience and skills in documenting software applications, including requirements, design, test, and user documentation. • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for same.
<p>Application Platform</p>	<p>MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 2.0, Microsoft SQL Server 2005/2008, SAP BOE 3.1, Filenet Content Services</p>

Number of Users Supported	This application supports approximately 66 user accounts.
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Category	TEA PROGRAM
Application Name	Special Education DataBook
Description	The Special Education DataBook is a public, web-based reporting system that provides data on students with disabilities in the state of Texas to meet federal requirements as outlined in IDEA Section 618(b). In order for these data to be available for public access, data are only available at the state level with no TEASE authentication required. The data provided are consolidated from various sources which in turn are either directly or indirectly derived from the Public Education Information Management System (PEIMS).
Lifecycle Status	This application is in production and requires ongoing maintenance support.
Tasks to be Performed	<p>The tasks include, but are not limited to, performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer, as requested, with particular attention to one annual load cycle as detailed in SOW Section 3.2.8 <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to one annual load cycle as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application and any related interfaces. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control, and monitor resources to ensure that expected deliverables are on schedule and at the agreed price and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer, and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10.

	<p>F. Data Changes</p> <ul style="list-style-type: none"> • None
<p>Anticipated Workload for 9/1/13-8/31/14</p>	<p>Listed below are estimates only and will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • With current system scope, precisely 1 annual data load cycle (average 24 hours per cycle). <ul style="list-style-type: none"> ○ June (Enrollment) • Approximately 5 software changes (average 4 hours per change). • Approximately 5 customer support calls (average .25 hours per call). • End-user customer support is on-going, as needed. • Production support is ongoing (average 5 support calls per year for an average of 2 hours).
<p>Skill Set Required</p>	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems. • Work experience with web application development using Microsoft Visual Studio, ASP.NET, C#, HTML/CSS, XML, and JavaScript. Familiar with Windows 2003 Server and IIS 6.0. • Work experience and skills in the use of Cognos 8, including Report Studio and Query Studio. • Work experience in performing software development according to standardized processes and using standardized tools. Experience with Merant Tracker and Serena PVCS Version Manager are preferred. • Work experience and skills in documenting software applications, including requirements, design, test, and user documentation. • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for same.
<p>Application Platform</p>	<p>MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 2.0, Cognos 8</p>
<p>Number of Users Supported</p>	<p>This application does not have a discrete user base since it is a publically accessible web application.</p>

Category	TEA PROGRAM
Application Name	General Education Development Application – (GED)
Description	<p>The General Educational Development (GED) tests measure the outcome of a high school education. There are five different tests in various languages and delivery methods. The GED data is integrated with TEA's Person Identification System (PID) and is used with Public Education Information Management System (PEIMS) data as part of the Agency's dropout recovery processing.</p> <p>The online GED mainframe system was developed in 1993 to centralize test scoring in states. An agreement was reached with the University of Texas at Austin Scoring Center to provide statewide scoring and send data to the TEA to issue certificates.</p> <p>In 2005, the GED mainframe system was replaced with a web-based application that is built with ASP.Net/C# against a UDB database on AIX Server. Designed with an object-oriented three-tiered architecture including the presentation, business object and data access layer, the application is integrated with the TEA's PID Web Service, FileNet Content Services and Fax Press. The current system processes approximately 500-1500 test records nightly.</p>
Lifecycle Status	This application requires minor enhancements and ongoing maintenance support.

<p>Tasks to be Performed</p>	<p>The tasks include, but are not limited to, performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer, as requested, with particular attention to program cycle periodic production support needs, as detailed in SOW Section 3.2.8 <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs and to efforts supporting the application transition, as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application, as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO Division documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control and monitor resources to ensure that expected deliverables are on schedule, within prices and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11. • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.
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<p>Anticipated Workload for 9/1/13-8/31/14</p>	<p>Listed below are estimates only and these will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 11 data changes (average 2 hours per change). • Approximately 30 software changes (average 7.5 hours per change). • Approximately 6 special requests for processing/ad hoc reports (average 1 hour per request). • Approximately 24 customer support calls (average 2 hours per call). • End-user customer support is on going, as needed. • Production support is ongoing (average 15 support calls for an average of 2 hours).
<p>Skill Set Required</p>	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems • Work experience and skills with application development, including Microsoft .Net, Microsoft C#, ASP, JavaScript, UDB and integration with FileNet Content Services • Work experience and skills in performing software development according to standardized processes, using standardized tools. Experience with Merant Tracker, Serena PVCS Version Manager, and Microsoft Visual Studio preferred • Work experience and skills in documenting software applications, including requirements, design, test and user documentation • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for same
<p>Application Platform</p>	<p>MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 2.0, IBM UDB 9.5.2 database ,FileNet Content Services and Batch Print Pro 3.05.</p>
<p>Number of Users Supported</p>	<p>This application supports approximately 986 user accounts.</p>

Category	TEA PROGRAM
Application Name	Physical Fitness Assessment Initiative (PFAI)
Description	<p>The PFAI application enables school districts and campuses to securely transmit compiled fitness data to the Texas Education Agency (TEA).</p> <p>The data transmission occurs on or before May 31 annually for all students enrolled in grades 3 through 12.</p> <p>Based on a cost and risk-sharing arrangement, the Division of Health and Safety contracted with the Cooper Institute the developer of FITNESSGRAM. FITNESSGRAM is a computerized tool enabling schools to assess and monitor fitness levels of the student's body based on three areas of physical fitness: body composition, aerobic capacity, and muscular strength, flexibility, and endurance (MSFE).</p> <p>Each school campus in Texas will be responsible for gathering and inputting fitness data on their students once per year. Each school campus or district will be responsible for sending their organization's physical fitness data in a secure transmission to the TEA by June 1st of each year.</p> <p>The FITNESSGRAM Data Aggregation Utility will be customized by Human Kinetics and used by TEA to aggregate the data by district, grade, and any other appropriate category identified by commissioner rule. The utility will consolidate the data from school campuses and districts for use by the TEA.</p>
Lifecycle Status	This application requires minor enhancements and ongoing maintenance support.

<p>Tasks to be Performed</p>	<p>The tasks include, but are not limited to performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer, as requested, with particular attention to program cycle periodic production support needs, as detailed in SOW Section 3.2.8 <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs and to efforts supporting the application transition, as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application, as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO Division documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control and monitor resources to ensure that expected deliverables are on schedule, within prices and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11. • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.
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<p>Anticipated Workload for 9/1/13-8/31/14</p>	<p>Listed below are estimates only and these will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 9 software changes (average 10 hours per change). • Approximately 6 special requests for processing/ad hoc reports (average 3 hours per request). • Approximately 24 customer support calls (average 2 hours per call). • Approximately 20 data changes (average 2 hours per call). • End-user customer support is on going, as needed. • Approximately 12 production support requests (average 2 hours per request).
<p>Skill Set Required</p>	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems • Work experience with web application development using Microsoft C#, .NET, ASP, SQL, JavaScript. • Work experience with Microsoft IIS 6.0 • Work experience and skills in the use of Microsoft SQL Server 2005/2008, T-SQL, triggers, and stored procedures. • Work experience and skills in the use of Crystal Reports 11.5, Crystal Enterprise 11.5, and SAP BOE 3.1. • Work experience in performing software development according to standardized processes, using standardized tools. Experience with Merant Tracker, Serena PVCS Version Manager and Microsoft Visual Studio are preferred • Work experience and skills in documenting software applications, including requirements, design, test and user documentation • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for same
<p>Application Platform</p>	<p>MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 2.0, Microsoft SQL Server 2008, SAP BOE 3.1</p>
<p>Number of Users Supported</p>	<p>These applications currently support approximately 1,675 user accounts.</p>

Category	TEA PROGRAM
Application Name	Public Information Request Tracking System (PIRTS)
Description	The Public Information Request Tracking System (PIRTS) application supports the agency's management and tracking of requests for information for compliance, under the Texas Government Code, Charter 552, the Public Information Act.
Lifecycle Status	This application requires minor enhancements and ongoing maintenance support.
Tasks to be Performed	<p>The tasks include, but are not limited to performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer, as requested, with particular attention to program cycle periodic production support needs, as detailed in SOW Section 3.2.8 <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs and to efforts supporting the application transition, as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application, as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO Division documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control and monitor resources to ensure that expected deliverables are on schedule, within prices and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as

	<p>detailed in SOW Section 3.2.11.</p> <ul style="list-style-type: none"> • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.
<p>Anticipated Workload for 9/1/13-8/31/14</p>	<p>Listed below are estimates only and will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 3 data changes (average 2 hours per change). • Approximately 8 software changes (average 5 hours per change). • Approximately 1 special requests for processing/ad hoc reports (average 4 hours per request). • Approximately 10 customer support calls (average 2 hours per call). • End-user customer support is on going, as needed. • Approximately 15 production support requests (average two (2) hrs per request).
<p>Skill Set Required</p>	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems • Work experience with web application development using ASP.NET and ASP pages, C#, VBScript, HTML, T-SQL Stored Procedures, SQL, NAnt, Visual Basic 6.0 COM+ Component and JavaScript. Familiar with FileNet Content Services, Windows 2003 Server and IIS 6.0 • Work experience and skills in the use of Microsoft SQL Server 2005/2008, T-SQL, triggers, and stored procedures. • Work experience in performing software development according to standardized processes, using standardized tools. Experience with Merant Tracker, Serena PVCS Version Manager and Microsoft Visual Studio are preferred • Work experience and skills in documenting software applications, including requirements, design, test and user documentation • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for it.
<p>Application Platform</p>	<p>MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 2.0, VB 6 (Com+), ASP Classic, Microsoft SQL Server 2008, FileNet Content Services.</p>

Number of Users Supported	This application supports approximately 132 user accounts.
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Category	TEA PROGRAM
Application Name	Residential Facilities Tracking System (RFT)
Description	<p>The Residential Facilities Tracking System is a mandated monitoring system that timely identifies and corrects noncompliance with federal and state special education requirements by school districts serving students with disabilities who reside in RF's.</p> <p>All districts will be required to provide specific data relevant to performance indicators and sub-indicators. The districts will need to provide two (2) data submissions per year.</p> <p>TEA has been provided the indicators and sub-indicators that will measure a districts performance. These performance indicators and sub-indicators will determine if visitation by an assigned TEA monitor will be necessary.</p> <p>The data collection system:</p> <ol style="list-style-type: none"> 1. identifies all school districts, including charter schools, serving RF students; 2. identifies all RF districts in which any RF students are educated at the RF facility; 3. identifies all RF districts in which any RF students are educated in school district settings with only other RF students 4. Categorizes all RF districts by size of RF population, i.e., "small RF district" (less than 30 RF students); "medium RF district" (31-80 RF students); and "large RF district" (more than 80 RF students). This categorization method will assist in the selection process for RF districts receiving on-site RF monitoring visits and random on-site data verification visits beginning in the 2006-2007 school year. <p>The system must provide a means of security that abides to FERPA and protects the individuals identity captured within this system.</p>
Lifecycle Status	This application requires minor enhancements and ongoing maintenance support.

<p>Tasks to be Performed</p>	<p>The tasks include, but are not limited to performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer, as requested, with particular attention to program cycle periodic production support needs, as detailed in SOW Section 3.2.8 <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs and to efforts supporting the application transition, as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application, as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO Division documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control and monitor resources to ensure that expected deliverables are on schedule, within prices and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11. • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.
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<p>Anticipated Workload for 9/1/13-8/31/14</p>	<p>Listed below are estimates only and these will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 6 software changes (average 11 hours per change). • Approximately 9 special requests for processing/ad hoc reports (average 2 hours per request). • Approximately 12 customer support calls (average 2 hours per call). • Approximately eight (8) data changes (average 2 hours per call). • End-user customer support is on going, as needed. • Approximately 12 production support requests (average 2 hours per request).
<p>Skill Set Required</p>	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems • Work experience with web application development using Microsoft C#, .NET, ASP, SQL, JavaScript. • Work experience with Microsoft IIS 6.0 • Work experience and skills in the use of Microsoft SQL Server 2005/2008, T-SQL, triggers, and stored procedures. • Work experience and skills in the use of Crystal Reports 11.5, Crystal Enterprise 11.5, and SAP BOE 3.1. • Work experience in performing software development according to standardized processes, using standardized tools. Experience with Merant Tracker, Serena PVCS Version Manager and Microsoft Visual Studio are preferred • Work experience and skills in documenting software applications, including requirements, design, test and user documentation • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for same
<p>Application Platform</p>	<p>MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 2.0, Microsoft SQL Server 2008, SAP BOE 3.1</p>
<p>Number of Users Supported</p>	<p>These applications currently support approximately 1,440 user accounts.</p>

Category	TEA PROGRAM
Application Name	Special Education Adhoc Reporting System (SPEARS)
Description	The Special Education Adhoc Reporting System (SPEARS) is a web-based, dynamic reporting tool designed for accessing and analyzing data related to students with disabilities in the state of Texas. The data provided are collected from Local Education Agencies (LEAs) by means of the Public Education Information Management System (PEIMS) and other agency data sources.
Lifecycle Status	This application is in production and requires ongoing maintenance support.
Tasks to be Performed	<p>The tasks include, but are not limited to, performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer, as requested, with particular attention to three annual load cycles as detailed in SOW Section 3.2.8 <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to three annual load cycles as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application and any related interfaces. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control, and monitor resources to ensure that expected deliverables are on schedule and at the agreed price and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer, and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p>

	<ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11. • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.
Anticipated Workload for 9/1/13-8/31/14	<p>Listed below are estimates only and will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Precisely 3 annual data load cycles (average 80 hours per cycle). <ul style="list-style-type: none"> ○ June (Enrollment) ○ August (Exit) ○ January (Disc. Action, ESY, Restraint) • Approximately 5 software changes (average 12 hours per change). • Approximately 5 customer support calls (average .25 hours per call). • End-user customer support is on-going, as needed. • Production support is ongoing (average 5 support calls per year for an average of 2 hours).
Skill Set Required	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems. • Work experience with web application development using Microsoft Visual Studio, ASP.NET, C#, HTML/CSS, XML, and JavaScript. Familiar with Windows 2003 Server and IIS 6.0. • Work experience and skills in the use of IBM DB2/AIX and DB2 SQL procedures within DB2 federated systems. • Work experience and skills in the use of SAS 9. • Work experience in performing software development according to standardized processes and using standardized tools. Experience with Merant Tracker and Serena PVCS Version Manager are preferred. • Work experience and skills in documenting software applications, including requirements, design, test, and user documentation. • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for same.
Application Platform	MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 2.0, IBM DB2/AIX 9.5.7, SAS 9.2

Number of Users Supported	This application supports approximately 968 user accounts.
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Category	GRANTS
Application Name	Child Nutrition Program Application (CNPIMS)
Description	<p>The Child Nutrition Program Information Management System (CNPIMS) is a fully automated process to keep track of the School Lunch, Breakfast, and Snack programs at school campuses across the State of Texas including reimbursements to districts for expenses related to providing these meals. Some of the primary features of the application include:</p> <ul style="list-style-type: none"> • Reimbursing claim processing • Calculating Severe Need eligibility • Rolling prior year data automatically forward into Applications Agreement Schedule A and Severe Need Breakfast Application; • Updating district, campus, and Authorized Representative information • Generating statistical, state, federal (FNS-10, FNS-13) and ad-hoc reports • Processing (online) the disbursement of direct certification information (specific lists of students eligible for free meals) to each school district
Lifecycle Status	<p>This application is managed by the Texas Department of Agriculture (TDA). TEA and TDA have an inter-agency support contract where TEA only supports three file processing tasks for this system.</p> <ul style="list-style-type: none"> • Once a day, TEA receives a voucher request file for the Child Nutrition Plan from TDA and submits it into ISAS via an automated process. • Once a day, TEA gets information from ISAS on what vouchers have been paid. This information is placed into a file that is then send to TDA via an automated process. • Once a month, TEA receives a Health and Human Services Commission (HHSC) file that contains information on children that are receiving program assistance (TANF and SNAPS). This file is matched to the student information in the Public Education Information Management System (PEIMS). These matched and unmatched files are then transferred to TDA to be uploaded into their Direct Certification application.

<p>Tasks to be Performed</p>	<p>The tasks include, but are not limited to performing software maintenance and software development tasks to support only the file processing tasks listed above. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA and TDA customers, as requested, with particular attention to program cycle periodic production support needs, as detailed in SOW Section 3.2.8 <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs and to efforts supporting the application transition, as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the file processing tasks related to the application. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application, as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO Division documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control and monitor resources to ensure that expected deliverables are on schedule, within prices and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10.
<p>Anticipated Workload for 9/1/13-8/31/14</p>	<p>Listed below are estimates only and these will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Monthly processing of the direct certification information file (specific lists of students eligible for free meals) (average 2 hours per month) • Approximately 5 software changes (average 8 hours per change). • Approximately 2 special requests for processing/ad hoc reports (average 4 hours per request). • Approximately 5-customer support calls (average 2 hour per call). • End-user customer support is on going, as needed. • Approximately 2 production support (average of 2 hours).

Skill Set Required	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application.</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems • Work experience with web application development using C#, ASP.NET, T-SQL Stored Procedures, SQL, HTML, JavaScript, Crystal Reports, NAnt, NUnit • Work experience with Microsoft IIS 6.0 • Work experience with Visual Studio 2005 • Work experience and skills in the use of Microsoft SQL Server 2008 • Work experience with object oriented programming • Work experience with Enterprise Architect • Work experience in performing software development according to standardized processes, using standardized tools. Experience with Enterprise Architect, Merant Tracker, Serena PVCS Version Manager and Microsoft Visual Studio are preferred • Work experience and skills in documenting software applications, including requirements, design, test, and user documentation • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for same
Application Platform	MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 2.0, Microsoft SQL Server 2008 and Crystal Enterprise 11.5.
Number of Users Supported	This application supports approximately 1,500 user accounts.

Category	GRANTS
Application Name	HIGH COST FUNDS (HCF)
Description	The High Cost Funds application (HCF) is a web based application used by districts to allow fiscal agent/single member districts to securely submit eligibility applications requesting a High Cost Fund award. The HCF process precedes the grant application process in eGrants.
Lifecycle Status	This application requires minor enhancements and ongoing maintenance support.
Tasks to be Performed	<p>The tasks include, but are not limited to performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer, as requested, with particular attention to program cycle periodic production support needs, as detailed in SOW Section 3.2.8 <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs and to efforts supporting the application transition, as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application, as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO Division documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control and monitor resources to ensure that expected deliverables are on schedule, within prices and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11.

	<ul style="list-style-type: none"> • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.
Anticipated Workload for 9/1/13-8/31/14	<p>Listed below are estimates only and these will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 2 software changes (average 13 hours per change). • Approximately 3 special requests for processing/ad hoc reports (average 1 hour per request). • Approximately 16 customer support calls (average 2 hours per call). • Approximately 10 data changes (average 2 hours per call). • End-user customer support is on going, as needed. • Approximately 16 production support requests (average 2 hours per request).
Skill Set Required	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems • Work experience with web application development using Microsoft C#, .NET, ASP, SQL, JavaScript. • Work experience with Microsoft IIS 6.0 • Work experience and skills in the use of Microsoft SQL Server 2005/2008, T-SQL, triggers, and stored procedures. • Work experience and skills in the use of Crystal Reports 11.5 and Crystal Enterprise 11.5. • Work experience in performing software development according to standardized processes, using standardized tools. Experience with Merant Tracker, Serena PVCS Version Manager and Microsoft Visual Studio are preferred • Work experience and skills in documenting software applications, including requirements, design, test and user documentation • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for same
Application Platform	MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 2.0, Microsoft SQL Server 2008, Crystal Enterprise 11.5.
Number of Users Supported	These applications currently support approximately 296 user accounts.

Category	LEGACY SYSTEMS
Application Name	Audit/School First
Description	<p>The AUDIT system enables TEA to record, monitor and assess the accuracy of key financial criteria from audit schedules reported by each school district within the State as required by law. The IDR System uses figures based upon audit schedules and allows IDR to properly calculate and assess district restrictive and non-restrictive rates.</p> <p>There are three ways that Audit data is acquired.</p> <ol style="list-style-type: none"> 1. Hard copy of the Annual Financial Report (then keyed in by TEA personnel) 2. ASCII text file uploaded through the Audit application and imported into the Audit database 3. Data entry by School Districts or their auditors <p>The School First system generates a School First report for each district from information automatically extracted, imported, and/or assembled from online sources. These sources include the Annual Financial Reports (in the AUDIT database), the Public Education Information Management System (PEIMS), and the Organizational Database (the agency's system of record for organizational information).</p> <p>Each of the 20+ indicators contained in the School FIRST report may produce a failure on the district's assessment. The resulting calculation will be saved and editable by Audit personnel. This will facilitate forcing a pass on failing indicators where extenuating circumstances caused the failure.</p> <p>The values from each assessment will be saved for historical purposes. The indicators may change from year to year in addition to adding new indicators. The assessment cannot be created until the publish date set forth by PEIMS. In addition, each district assessment cannot occur until the Annual Financial Report has been received by the TEA.</p> <p>The School Financial Integrity Rating System of Texas (School FIRST) is intended to increase financial management accountability within the Texas public education system. Districts are rated by more than twenty (20+) performance metrics relating to financial management. In addition to these metrics, each district will receive an achievement rating. These results will be accessible by the public and will become part of the criteria used to allocate Texas Education Agency (TEA) resources to monitoring and examining school districts. The publication of these results to taxpayers, parents, and legislators will increase accountability within the districts. The creation and publication of these reports is directly aligned with the TEA's mission. A separate rating system will be created and implemented for charter schools.</p>
Lifecycle Status	This application requires minor enhancements and ongoing maintenance support.

<p>Tasks to be Performed</p>	<p>The tasks include, but are not limited to performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer, as requested, with particular attention to program cycle periodic production support needs, as detailed in SOW Section 3.2.8 <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs and to efforts supporting the application transition, as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application, as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO Division documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control and monitor resources to ensure that expected deliverables are on schedule, within prices and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11. • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.
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<p>Anticipated Workload for 9/1/13-8/31/14</p>	<p>Listed below are estimates only and will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 1 data changes (average 3.5 hours per change). • Approximately 11 software changes (average 15 hours per change). • Approximately 1 special requests for processing/ad hoc reports (average 4 hours per request). • Approximately 12 customer support calls (average 2 hours per call). • End-user customer support is on going, as needed. • Approximately 12 production support requests (average two (2) hrs per request).
<p>Skill Set Required</p>	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems • Work experience with web application development using ASP.NET and ASP pages, C#, VBScript, HTML, T-SQL Stored Procedures, SQL, NAnt, and JavaScript. Familiar with Windows 2003 Server and IIS 6.0 • Work experience and skills in the use of Microsoft SQL Server 2000/2005/2008, T-SQL, triggers, and stored procedures. • Work experience in performing software development according to standardized processes, using standardized tools. Experience with Merant Tracker, Serena PVCS Version Manager and Microsoft Visual Studio are preferred • Work experience and skills in documenting software applications, including requirements, design, test and user documentation • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for it.
<p>Application Platform</p>	<p>Audit - Microsoft Windows 2003 Server, Microsoft IIS 6.0, Classic ASP, connection to SQL Server 2008 and HTML reports.</p> <p>School First – Microsoft Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 1.1, IBM DB2 v9.5.2, Microsoft SQL Server 2000/2008</p>
<p>Number of Users Supported</p>	<p>This application supports approximately 2,498 user accounts.</p>

<p>Category</p>	<p>LEGACY SYSTEMS</p>
<p>Application Name</p>	<p>Microsoft Access Applications (Access Support)</p>

Description	The TEA has a number of Microsoft Access applications that have been developed by non-IS staff for individual needs within various divisions in the Agency. These applications serve a variety of needs and typically do not have formal development or user documentation. They have typically been developed by individuals within program area divisions, and these individuals often have little or no development training or experience.
Lifecycle Status	These applications will require recurring Microsoft Access services on an as needed basis to support specific customer problems and requests.
Tasks to be Performed	<p>The tasks include, but are not limited to performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Technical Consultation</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested • Provide data changes to the application as requested, as detailed in Section 3.2.4 Customer Assistance & Support. • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control and monitor resources to ensure that expected deliverables are on schedule and at the agreed price and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. • For any individual Microsoft Access application, document to the TEA PMO Project Management Office, any recommendations concerning design or implementation issues that cannot be resolved by conversation with the customer or by standard development efforts of 4 hours or less.
Anticipated Workload for 9/1/13-8/31/14	<p>Listed below are estimates only and will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 10 technical consultations (average 1 hour per consultation).

Skill Set Required	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software function tasks needed to support this application:</p> <ul style="list-style-type: none"> • Strong work experience working with Microsoft Access applications created by novice and intermediate developers • Strong communications and support skills working with end users and novice developers • Work experience with web application development using Microsoft Access • Work experience and skills in documenting software applications, including requirements, design, test and user documentation • Work experience with performance tuning of both applications and databases supporting applications
Application Platform	Microsoft Access
Number of Users Supported	This function supports approximately 30 user accounts.

Category	LEGACY SYSTEMS
Application Name	Asset Reporting & Management System – Web Based Application (ARMS)
Description	The Asset Recovery Management System (ARMS) keeps track of various TEA computer assets such as hardware, servers, databases and software.
Lifecycle Status	This application requires minor modifications and ongoing maintenance support.
Tasks to be Performed	<p>The tasks include, but are not limited to, performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer, as requested, with particular attention to program cycle periodic production support needs, as detailed in SOW Section 3.2.8 <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs and to efforts supporting the application transition, as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application, as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO Division documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control and monitor resources to ensure that expected deliverables are on schedule, within prices and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11.

	<ul style="list-style-type: none"> • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.
Anticipated Workload for 9/1/13-8/31/14	<p>Listed below are estimates only and these will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 1 data changes (average 3.5 hours per change). • Approximately 11 software changes (average 12 hours per change). • Approximately two (2) special requests for processing/ad hoc reports (average 4 hours per request). • Approximately two (2) customer support calls (average 2 hours per call). • End-user customer support is on going, as needed. • Production support is ongoing (average 10 support calls for an average of 2 hours).
Skill Set Required	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems • Work experience with web application development using ASP.NET and ASP pages, C#, VBScript, HTML, T-SQL Stored Procedures, SQL, NAnt, and JavaScript. Familiar with Windows 2005 Server and IIS 7.0 • Work experience and skills in the use of Microsoft SQL Server 2005/2008, T-SQL, triggers, and stored procedures. • Work experience and skills in the use of Crystal Reports 11.5, Crystal Enterprise 11.5, and SAP BOE 3.1. • Work experience in performing software development according to standardized processes, using standardized tools. Experience with Merant Tracker, Serena PVCS Version Manager and Microsoft Visual Studio are preferred • Work experience and skills in documenting software applications, including requirements, design, test and user documentation • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for it.
Application Platform	MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 2.0, Microsoft SQL Server 2008, SAP BOE 3.1
Number of Users Supported	This application supports approximately 52 user accounts.

Category	LEGACY SYSTEMS
Application Name	Performance Measure Reporting System (PBMS)
Description	<p>The Performance Measure Reporting System (PBMS) allows TEA to collect and monitor approximately 210 performance measures, which are used to report to the Legislative Budget Board (LBB) and the Governor's Office of Budget, Planning and Policy (GOBPP) as part of the legislatively mandated Strategic Planning and Performance Budgeting Process.</p> <p>The LBB uses the performance measure data for the purposes of identifying and recommending changes to the agency that will improve the efficiency and performance of the agency's operations and finances. The GOBPP and the LBB also use the performance measure data in evaluating the agency's annual Legislative Appropriations Request (LAR) to propose increases or decreases in agency funding. Poor performance on the performance measures can initiate an audit request as well as invoke a call to testify before the Senate Finance Committee, the House Appropriations Committee, or both.</p> <p>Performance measures are collected and reported quarterly and annually. Every 2 years, at the beginning of each biennium, changes to the application are needed to support revised or new performance measures that the agency collects and monitors.</p>
Lifecycle Status	This application requires minor modifications and ongoing maintenance support.

<p>Tasks to be Performed</p>	<p>The tasks include, but are not limited to, performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer, as requested, with particular attention to program cycle periodic production support needs, as detailed in SOW Section 3.2.8 <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs and to efforts supporting the application transition, as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application, as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO Division documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control and monitor resources to ensure that expected deliverables are on schedule, within prices and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11. • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.
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<p>Anticipated Workload for 9/1/13-8/31/14</p>	<p>Listed below are estimates only and these will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 1 data change (average 3.5 hours per change). • Approximately 3 software changes (average 5 hours per change). • Approximately 4 special requests for processing/ad hoc reports (average 4 hours per request). • Approximately 4 customer support calls (average 2 hours per call). • End-user customer support is on going, as needed. • Production support is ongoing (average eight (8) support calls for an average of 2 hours).
<p>Skill Set Required</p>	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems • Work experience with web application development using ASP.NET and ASP pages, C#, VBScript, HTML, T-SQL Stored Procedures, SQL, NAnt, and JavaScript. Familiar with Windows 2005 Server and IIS 6.0. • Work experience and skills in the use of Microsoft SQL Server 2005, T-SQL, triggers, and stored procedures. • Work experience in performing software development according to standardized processes, using standardized tools. Experience with Merant Tracker, Serena PVCS Version Manager and Microsoft Visual Studio are preferred • Work experience and skills in documenting software applications, including requirements, design, test and user documentation • Work experience with performance tuning of both applications and databases supporting applications • Knowledge of secure application coding practices and ability to test for it.
<p>Application Platform</p>	<p>MS Windows 2003 Server, Microsoft IIS 6.0, Microsoft ASP.NET Framework 2.0, Microsoft Windows Forms .NET Framework 2.0, Microsoft SQL Server 2005, Filenet Content Services</p>
<p>Number of Users Supported</p>	<p>This application supports approximately 106 user accounts.</p>

Category	TEXAS RECORD EXCHANGE
Application Name	Texas Students Record Exchange (TREx)
Description	<p>TREx is a Java-based web application running on AIX servers using Tomcat Application Server and an Oracle relational database management system. The TREx business process utilizes a request – response state transition model to enable districts and schools in Texas to request, send, and receive student records electronically. Below is a description of each of the states in the life cycle of a student records request.</p> <ul style="list-style-type: none"> <p>• Request submitted</p> <p>A receiving registrar logs into the system through the TEA Login (TEAL) security portal, navigates to a records request submission screen, selects the exit district or school, either by name or by county-district-campus number, provides student identification information, and confirms the student identification information in the TEA student database. The request is submitted and an email is sent to the exit registrar based on the exit district’s or school’s registrar profile. The email informs the exit registrar that a new student records request has been submitted and notifies the registrar that a previously enrolled student has enrolled in another district and school. The email does not contain any student-identifying information. The submission creates a “student records request” entity that is stored in the Oracle relational database so that its state transitions are captured throughout its life cycle for audit purposes.</p> <p>• Request received</p> <p>The exit registrar logs into the system, reviews the request, and obtains the student identification information. A state transition is triggered, the receiving district or school’s registrar profile is examined, and an acknowledgement email is created and sent to the receiving registrar. The email informs the receiving registrar that the exit registrar has reviewed the records request.</p> <p>• Student attendance verified or deemed invalid</p> <p>The exit registrar verifies that the student attended the school or district, and creates a student records extract file using the district or school student information system. (Alternatively, the exit registrar responds that the student’s attendance cannot be verified.)</p> <p>• Student record retrieved</p> <p>For a student whose attendance is verified, the Extensible Markup Language (XML) extract file created is consistent with standards developed and published by TEA. The extract process is similar to the process that creates Public Education Information Management System (PEIMS) data files consistent with the <i>PEIMS Data Standards</i>.</p>

	<ul style="list-style-type: none"> • Student record transmitted <p>The exit registrar logs into the system, browses for a file, selects the student records extract file, and requests the system to transmit the file. The system transmits the file to an intermediate server using Hypertext Transfer Protocol Secure (HTTPS) and sends emails to the exit and receiving registrars confirming that the extract file has been transmitted successfully to the server and is available for review, printing, or retrieval.</p> <ul style="list-style-type: none"> • Student record received <p>The confirmation email triggers a state transition that is captured by the system.</p> <ul style="list-style-type: none"> • Request filled <p>When the receiving registrar logs into the system to view and/or print the student record, a final email is sent to the exit registrar informing the registrar that the file has been received. The records file on the server is deleted upon “pickup” or after a configurable number of business days on the server. The final email triggers a final state transition and the transition is captured by the system. At any time in the records request life cycle, the state transition history can be reviewed. The capture and review capabilities provide complete “audit trails” of the request process.</p> <p>The system also makes it possible to transmit student transcripts to Texas public colleges and universities electronically through the <u>Standardization of Postsecondary Education Electronic Data Exchange</u> (SPEEDE) server at the University of Texas at Austin. Following the same state transition model as above, TREx system creates transcript files from student records extract files, transmits the files securely, supports the higher education transcript system reconciliation and audit processes, and provides printable and viewable transcripts.</p>
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<p>Interface Components</p>	<p>TEAL</p> <p>The TEA Login (TEAL) system is TEA's new web security portal, which manages authentication and authorization for some of TEA's web-based applications, one of which is the TREx application.</p> <p>Web Services</p> <p>The TREx application utilizes four (4) Web Services as indicated on the diagram above. TREx uses XML formatted messages in the Web services calls and responses. Below are general descriptions of each web service and what information they provide to the TREx application.</p> <ul style="list-style-type: none"> ○ PID <p>TEA uses the Person Identification Database (PID) system to manage and store identifying data on individuals reported to TEA. These individuals include students and staff reported through Public Education Information Management System (PEIMS).</p> <ul style="list-style-type: none"> ○ ORG <p>ORG is a TEA database of organizations that includes all Texas public school districts and campuses plus select private schools that have signed up to utilize TREx. Each district in ORG has a unique six (6)-digit numeric identifier. Each campus in ORG has a nine (9)-digit numeric identifier. ORG contains information on district and campus contacts and on personnel in specific administrative roles.</p> <ul style="list-style-type: none"> ○ Higher ED Interface <p>A web service allows an application (Apply Texas application) external to TREx the ability to request a transcript from a Texas High School. It also provides the ability to post any status change pertaining to a request generated via the web service back to the originating application so the originator can track the flow of the request from initiation through acknowledgement by the receiving Higher Education entities.</p> <ul style="list-style-type: none"> ○ TEAL LDAP Search <p>TREx calls several methods in the TEAL Lightweight Directory Access Protocol (LDAP) search web service to retrieve information on security authorizations and user demographics.</p> <p>Interface (API) with Pearson Access System</p> <p>In support of the Student Assessment Data Portal authorized by House Bill 3 in the 81st Legislative session, the TREx application implemented an interface to the Pearson Access system containing student Texas Assessment of Knowledge and Skills (TAKS) assessment data.</p>
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	<p>National Option</p> <p>The TREx National Option allows districts who enroll with the National Transcript Center (NTC) to send records and transcripts to any school in the country – public or private, in-state or out-of-state, PK-12 or Higher Education, scholarship providers and certification bodies. Enrolling with the National Transcript Center to use the national option is an optional decision made entirely by the school districts.</p>
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Lifecycle Status	This application requires modifications, enhancement and ongoing maintenance support.
Tasks to be Performed	<p>The tasks include, but are not limited to, performing software maintenance and software development tasks to support the existing application. The tasks will require the awarded Contractor to:</p> <p>A. Production Support</p> <ul style="list-style-type: none"> • Provide production support to the TEA customer, as requested, with particular attention to program cycle periodic production support needs, as detailed in SOW Section 3.2.8 <p>B. Customer Assistance/Support</p> <ul style="list-style-type: none"> • Provide customer assistance/support, as requested, with particular attention to seasonal cycles for customer support needs and to efforts supporting the application transition, as detailed in SOW Section 3.2.4. <p>C. Maintenance, Modification, Enhancement, and Testing</p> <ul style="list-style-type: none"> • Provide support for the application. • Work directly with the TEA PMO Project Management Office and application customers to determine user requirements for enhancements and modifications. • Perform software modification, enhancement, and testing using the TEA approved environment and tools available for this application, as detailed in SOW Section 3.2.6. • Document all new development, enhancements, and processes for the application within the code. • Formally document major enhancements and modifications to the application according to the TEA PMO Division documentation standards. • Document new report development and report enhancements. <p>D. Management</p> <ul style="list-style-type: none"> • Plan, schedule, control and monitor resources to ensure that expected deliverables are on schedule, within prices and are of the highest quality. • Keep TEA PMO Project Management Office informed on issues and the status of work planned and completed. • Provide documented management reporting to the TEA PMO Project Management Office, customer and to TEA platform support staff involved with the application, as detailed in SOW Section 5.1. <p>E. Special Requests</p> <ul style="list-style-type: none"> • Provide special request support for customers as requested, as detailed in SOW Section 3.2.10. <p>F. Data Changes</p> <ul style="list-style-type: none"> • Provide data changes to the application as requested, as detailed in SOW Section 3.2.11. • Provide data change support to provide data from this application to other applications as requested. • Provide data change support for any interfaces between this application and other applications as requested.

<p>Anticipated Workload for 9/1/13-8/31/14</p>	<p>Listed below are estimates only and these will change due to customer requests and funding constraints.</p> <ul style="list-style-type: none"> • Approximately 2 data change (average 4 hours per change). • There are Two (2) releases and a couple of minor patches a year with approximately 24 software changes (average 36 hours per change). • Approximately 2 special requests for interface changes/maintenance (average 40 hours per request). • Approximately 20 customer support calls (average 2 hours per call). • End-user customer support is on going, as needed. • Production support is ongoing (average fifty (50) support calls for an average of 4 hours).
<p>Skill Set Required</p>	<p>The awarded Contractor selected must provide staff with the following skills and experience to ensure successful performance of the software development tasks needed to support this application:</p> <ul style="list-style-type: none"> • Work experience and skills in performing detailed analysis, design, implementation, integration and testing for production software development systems • Work experience in performing software development according to standardized SCM processes, using standardized tools. Experience with Merant Tracker, Serena PVCS Version Manager • Work experience in Web application development using open source JAVA frameworks, JavaScript, HTML, xHTML, XML, CSS, Model–view–controller (MVC) architectures. • Expert in Web service configuration using Apache Tomcat on an Intel-based Linux environment. • Work experience in Simple Mail Transfer Protocol (SMTP) and Multipurpose Internet Mail Extension (MIME) email and Secure File Transfer Protocol (SFTP). • Work experience in relational database design and development using Oracle on an IBM AIX server platform in a clustered configuration. • Work experience in Java clustered load balance implementation and configuration. • Work experience and skills in documenting software applications, including requirements, design, test and user documentation • Work experience with performance tuning of both applications and databases supporting applications • In-depth knowledge of secure application coding practices and ability to test for it.
<p>Application Platform</p>	<ul style="list-style-type: none"> • General technologies <ul style="list-style-type: none"> ○ Java programming language ○ XML (Extensible Markup Language) ○ JavaScript scripting language ○ xHTML (Extensible Hypertext Markup Language) ○ CSS (Cascading Style Sheets) ○ SQL (Structured Query Language) ○ MVC architectures (Model–view–controller) • Software platforms <ul style="list-style-type: none"> ○ Intel-based Linux

	<ul style="list-style-type: none"> ○ Jetty - an open-source, standards-based, full-featured web server implemented entirely in Java ○ Apache Tomcat web service 7.0.27 ○ Oracle – 11g <ul style="list-style-type: none"> ● Products with SW Company and current version <ul style="list-style-type: none"> ○ Acrobat (Adobe): 9 ○ Adobe Captivate (Adobe): 2.0 ○ AuthorIT (Autho-it Software Corp): 5.1 ○ OxygenXML (SyncRO Soft Ltd.): 10.1 ○ Spring Web Flow, Spring Faces, Spring JavaScript, Spring Web MVC, Hibernate, Velocity, Acegi (The Spring Framework): Spring 1.2.9, Spring Web Flow 1.0.4 ○ Jasper Reports (JasperSoft): 3.1.0 ○ JIRA (Atlassian): 6.0 ○ Oracle RDMS (Oracle): 11g ○ SPEEDE EDI (Postsecondary Electronic Standards Council (PESC)): N/A ○ ClamAV® Anti-Virus (Open Source): 0.97.6
Number of Users Supported	This application supports approximately 10,000 TEAL user accounts.

10.1. TEA Rules, Processes, Procedures & Standards

The Awarded Contractor staff must abide by all established TEA rules, processes, procedures, and standards, as well as any changed or new rules, processes, procedures, and standards during the contract term. Failure to abide by TEA procedures may result in a unilateral request from TEA to Awarded Contractor to remove a staff member from the project.

- The Awarded Contractor staff shall abide by all TEA workplace rules and procedures regarding dress, drug-free work place, holidays, and sexual harassment. TEA will provide documentation of workplace rules and procedures upon Awarded Contractor's arrival.
- The Awarded Contractor staff shall abide by all of Information Technology Services' policies, processes, procedures, and standards with regards to security, software development, system maintenance, and enhancement services, including, but not limited to, the following:
 - Development and security standards
 - Change request procedures
 - Configuration management procedures
 - TEA Contractor Guide—see Attachment D
 - Infrastructure change request procedures
- The Awarded Contractor may only use software specifically approved by TEA.
- TEA reserves the right to approve or reject any staff throughout the duration of the Contract. Awarded Contractors shall immediately remove any Awarded Contractor staff member upon written request from the TEA PMO Project Management Office.

10.2. Transition Period

In the event any subsequent contract is awarded to a new Contractor, the Awarded Contractor will provide to the new Contractor the issues database as well as items outlined in the following Transition Period paragraph to enable the new Contractor to continue the maintenance of services.

Upon termination of this contract, either by the Contractor, by cause, by non-appropriation of funds, or natural expiration, both the Awarded Contractor and TEA agrees that a four (4) week transition period may occur, at TEA's option, which will be in addition to the agreed pricing terms.

The total cost of this transition period will not exceed the equivalent of 160 billable hours payable to the Awarded Contractor at the hourly rate negotiated when TEA exercises this option. The period will cover:

- The new Contractor/assigned Contractor personnel and their full-time training of TEA staff, or designees, on the system's design, maintenance and upgrades, including system architecture, system standards and components, processing functions, documentation, and code
- Training on the procedures and methods to modify the system
- General facilitation and coordination with TEA staff, or designees, on the transfer of system maintenance

The Awarded Contractor will bill TEA at the end of this four (4) week transition period for the actual number of hours worked, not to exceed 160 hours. The Awarded Contractor will present weekly time logs of the Contractor personnel. TEA will not pay for more than 160 hours even if provided by the Awarded Contractor. TEA will formalize this transition period in a separate contract if this contract is terminated or when it naturally expires.

10.3. Data Center Services

The Texas Education Agency is one (1) of twenty-six (26) state agencies participating in the State of Texas Data Center Services (DCS) project. The goal of this project is consolidation of all of the twenty-six agencies' data centers into two (2) State Data Centers. The Department of Information Resources (DIR) awarded a contract for this project to Xerox. Xerox and its partners assume responsibility for administration, support and refresh of the in-scope servers on the Commencement date, January 1, 2013.

During the consolidation phase, the servers supporting the applications for all environments, which are currently located in TEA's data center, will be transformed into new virtual servers located in the two (2) State Data Centers, one (1) located in San Angelo, Texas and the other located at another site in Austin, Texas. Because of the relocation of the hardware and network infrastructure supporting various Multiple Applications, the Awarded Contractor shall perform complete application regression testing as a maintenance activity to ensure the various Multiple Applications application maintains complete functionality.

10.4. Family Educational Rights and Privacy Act (FERPA)

FERPA (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under applicable programs of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's education records. The rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students." FERPA outlines the circumstances in which schools are required to have written permission from a parent or eligible student in order to release information from a student's education record. The initial contractors designed and constructed the application to follow the FERPA guidelines. Any modifications made to applications must also adhere to the FERPA guidelines. Awarded Contractor staff having access to data stored within the applications must protect the confidentiality of the data following FERPA guidelines.

10.5. Out of Scope Services

TEA does not expect the Awarded Contractor to be responsible for the following:

- Computer center operations
- Server hardware
- Communications networks / LAN administration
- Physical database administration in production environment (agencies are allowed to complete physical DBA work in development and test environments)
- Data modeling
- Server administration (for WinTel, Linux or AIX)
- TEA access control administration
- TEA security administration and setup

10.6. Ownership Rights

In executing the contract, the Awarded Contractor will be required to agree to the following provisions:

- All Works are, upon creation, works made for hire and the sole property of TEA. If the Works are, under applicable law, not considered works made for hire, Awarded Contractor hereby assigns to TEA all worldwide ownership of all rights, including the Intellectual Property Rights, in the Works, without the necessity of any further consideration, and TEA can obtain and hold in its own name all such rights to the Works.

- All use of open-source or restricted-license software by the application must be documented by the Awarded Contractor and approved by the TEA PMO Project Management Office.

10.7. Project Change Control Procedure

The following process will be followed if a change to this SOW is required:

- A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change and the effect the change will have on the project.
- The designated Project Management Office of the requesting party (TEA or Awarded Contractor) will review the proposed change and determine whether to submit the request to the other party.
- The Awarded Contractor Project Management Office and the TEA Project Management Office will review the proposed change and recommend it for further investigation or reject it. A PCR must be signed by authorized representatives from both parties to authorize investigation of the recommended changes. The investigation will determine the effect that the implementation of the PCR will have on price, schedule and other terms and conditions of this SOW and the Agreement.
- A written change authorization and/or PCR must be signed by authorized representatives from both parties to authorize implementation of the investigated changes. Until a change is agreed in writing, both parties will continue to act in accordance with the latest agreed version of the SOW.

10.8. Escalation Procedure

The following procedure will be followed if resolution is required to a conflict arising during the performance of this SOW.

- When a conflict arises between TEA and the Awarded Contractor, the project team member(s) will first strive to work out the problem internally.
- Level 1: If the project team cannot resolve the conflict within two (2) working days, the TEA PMO Project Management Office and Awarded Contractor Project Management Office will meet to resolve the issue.
- Level 2: If the conflict is not resolved within three (3) working days after being escalated to Level 1, the TEA Executive Sponsor will meet with the Awarded Contractor Project Executive to resolve the issue.
- If the conflict is resolved by either Level 1 or Level 2 intervention, the resolution will be addressed in accordance with the Project Change Control Procedure set forth in section 10.7.
- If the conflict remains unresolved after Level 2 intervention, then either party may terminate the SOW. If the conflict is addressed by termination, TEA agrees to pay the Awarded Contractor for all accepted deliverables through termination.
- During any conflict resolution, the Awarded Contractor agrees to provide Services relating to items not in dispute, to the extent practicable pending resolution of the conflict. TEA agrees to pay invoices per this SOW and the Agreement.

11. Contractor Response

11.1. Response Format and Content

Responses must be written entirely on 8 ½" x 11" white papers and must be limited to 100 pages, not including appendices and attachments. Responses should be stapled in the top left corner or, if bound, may be bound in no more than a 3-ring binder. Responses shall include a "Table of Contents" and give page numbers for each part of the qualifications. Number all pages of the offer sequentially using Arabic numerals (1, 2, 3, etc.). Separate and identify each criterion response to Section 3 of this SOW by use of a divider sheet with an integral tab for ready reference. Responses must be submitted in a manner that does not carry any benefit, keepsake, or value for members of the review panel.

11.1.1 Response Cover Page

Responses should include a cover page that clearly states the name of the firm or organization and the name, position, and telephone number of the Contractor's project administrator whom TEA may contact regarding the response (Attachment A).

11.1.2 Response Checklist

This checklist is to assist Contractors in ensuring that all information is included in their response. Contractors must refer to the appropriate section of the SOW for detailed information on the following.

<input type="checkbox"/>	Response Cover Page	Sec. 11.1.1/Attachment A
<input type="checkbox"/>	Understanding of the Project and Methodology	Sec. 11.2
<input type="checkbox"/>	Management Plan	Sec. 11.3
<input type="checkbox"/>	Subcontracts	Sec. 11.4
<input type="checkbox"/>	Personnel Resources	Sec. 11.5
<input type="checkbox"/>	References – Past Performance	Sec. 11.6
<input type="checkbox"/>	Access to Confidential Information	Sec. 11.7/Attachment C
<input type="checkbox"/>	Contractor Identification	Sec. 11.8
<input type="checkbox"/>	Pricing Proposal	Sec. 12 /Attachment B
<input type="checkbox"/>	TEA Contractor Guide v4.4	Attachment D
<input type="checkbox"/>	Execution of Offer, General Provisions	Attachment E

Failure to return all information on the checklist may disqualify the response.

11.2. Understanding of the Project and Methodology

The response must communicate an understanding of prior studies and research in the areas of the project, describe the tasks to be performed, and identify potential problems in the conduct of the project and methods to identify and solve such problems.

The Contractor must describe clearly, specifically, and as completely as possible, the methodology for carrying out the objectives and requirements of the project as described in this SOW. The response must describe the project design, project activities, materials, and other products, services, and reports to be generated during the contract period and relate them to the stated purposes and specifications described in the SOW. The Contractor must append technical evidence relating to the Contractor's ability to perform the proposed services to the response. This evidence is intended to provide TEA with examples of how the Contractor's staff proposed for the contract provided similar services on past engagements and how they will utilize that experience to perform the requirements of the SOW. Failure to meet these conditions shall result in disqualification of the response, and the response shall receive no further consideration.

11.3. Management Plan for the Project

Contractor must provide satisfactory evidence of capability to manage and coordinate the types of activities described in the SOW and to produce the specified product or service on time. To provide information on qualifications to accomplish the described tasks, Contractors must include in this section the following information:

- Structure of the organization.
- Indications of the ability to perform the tasks described in Section 3.

- Names of staff member(s) who will direct the overall project throughout the duration of the contract as well as those of staff members who will coordinate major activities during each phase of the contract and the time allocations that the personnel described will devote to fulfillment of the contract.

11.4. Subcontracts

Contractor must identify key partnerships and sub-contractors it intends to leverage for this project, and specify the tasks and activities and the level of responsibility each will have with the project. The Contractor must identify any sub-contractors proposed to work on the project who are Historically Underutilized Businesses (HUBs) as defined in [V.T.C.A., TX Govt. Code, §2161.001](#). Personnel Resources

11.5. Personnel Resources

An appendix to the response must contain resumes of project staff members. If the resumes include references, TEA will not consider the references in the review. Names given as references must not affect the scoring of the Offer in any way. In addition, the Contractor cannot list employees of TEA in the response as references. The Contractor may list TEA employees in a memo transmitting the response, but not in the response. If the Contractor plans to use external consultants or subcontractors, a staff organization and resumes of consultants and/or subcontractors must be included.

Contractor must provide the following information for each of the skill sets identified in section 10 Services and Skills Needed for Each Application.:

- Position title
- Job description for the position
- Description of the minimum education, certification, and skill set and experience levels required for the position
- Estimated number of staff in the position

Place emphasis on the qualifications of the individuals and not the individuals themselves.

Contractor must provide the following information on all personnel services:

- A description of each individual's experience
- Documentation of education and certification(s)
- Specific information on years of experience with software and roles and responsibilities with projects of a similar nature in complexity, including roles and responsibilities on those projects
- Specific information concerning roles and responsibilities, if any, on the required reference projects
- Proposed roles and responsibilities on the project

11.6. References—Past Performance

Contractor must provide at least two (2) and not more than three (3) applicable project experiences within the past three (3) years similar in size, scope, and complexity to the one described in this SOW.

Contractor must describe the nature of each engagement and include at least two (2) customer reference contacts per project, including current contact information. TEA may give Pre-K thru 12 Education and public sector references additional consideration.

For each reference provided, the Contractor must list the following:

- Organization/Company name
- Point of contact with current telephone number and email address
- Industry/subject focus
- Project description
- Total contract value
- Key technologies employed (hardware and software tools)
- Date the system was placed in production

TEA will contact references to verify past performance in the following areas:

- Quality of deliverables
- Methodology
- Timeliness/adherence to schedule and budget
- Business conduct
- Innovation
- Problem resolution
- Customer satisfaction

11.7. Access to Confidential Information

During the execution of this SOW, TEA will expose the Awarded Contractor to confidential student information and proprietary software and documentation under license to TEA. The Awarded Contractor shall read and sign the confidentiality statement at Attachment C acknowledging the confidentiality requirements of this SOW.

11.8. Contractor Identification

Contractor shall provide to TEA the respondent's 9-digit Federal Employer's Identification Number (FEI); Social Security Number (SSN) if respondent is an individual; or respondent's 14-digit State of Texas Contractor's Identification Number (VIN). If incorporated, respondent shall also provide to TEA the corporation's charter number issued by the Texas Secretary of State's office.

Contractor's FEI:

Contractor's SSN:

Contractor's VIN:

Contractor's charter number:

12. Pricing

The Pricing Proposal (Attachment B) **MUST BE BOUND AND SUBMITTED SEPARATELY FROM THE SCOPE OF SERVICES OFFER.** To demonstrate an understanding of what is included in the Pricing Proposal, Contractors must list in their Pricing Proposal all assumptions used to compile the prices given for the project. Pricing Proposals must be valid for at least 120 working days from date of submittal.

Failure to meet these conditions shall result in disqualification of response, and the response shall receive no further consideration.

13. Response Submission Requirements

13.1. Response Submission, Date, and Time

WITHOUT EXCEPTION, TEA PURCHASING & CONTRACTS MUST TIME AND DATE STAMP THE RESPONSE BEFORE:

Monday, 07/1/2013 - 3:00 PM, Central Time

TEA's Purchasing & Contracts is open Monday through Friday, 8:00 a.m. to 5:00 p.m., Central Time, excluding State of Texas observed holidays. TEA will not consider responses that PURCHASING & CONTRACTS receives after 3:00 p.m. (Central Time) on the closing date. PURCHASING & CONTRACTS is located on the 2nd floor of the William B. Travis Bldg, 1701 N. Congress (at 17th St. and N. Congress, two (2) blocks north of the State Capitol) in Rm. 2-125, Austin, TX 78701-1494. The mailing address is:

Purchasing & Contracts, Rm. 2-125
Texas Education Agency
William B. Travis Bldg.
1701 N. Congress Ave.
Austin, TX 78701-1494

The Contractor must submit responses in a sealed envelope (or box as appropriate) with the Contractor's name, SOW number, and closing date prominently visible on the envelope/package. If multiple envelopes/boxes are used, the Contractor should indicate on the package "*specific item # of total # of items.*"

TEA will not accept facsimile transmissions (FAX) of Contractor's responses under any circumstances.

Discovery of any false statement in the response is a material breach and shall void the submitted response or any resulting contracts, and Contractor may be removed from all Contractor lists maintained by the State of Texas.

Regardless of the method of submitting the response—United States Postal Service (USPS), United Parcel Service, Federal Express or any other delivery service—the **response must be received in the Agency's Purchasing & Contracts Division by 3:00 PM (Central Time) on or before the closing date in order to be considered.**

Note: TEA WILL NOT accept a USPS postmark and/or round validation stamp; mail receipt with the date of mailing stamped by the USPS; a dated shipping label, invoice or receipt from a commercial carrier; or any other documentation as proof of receipt of any response.

Contractors are advised that TEA assumes no responsibility, due to any circumstances, for the receipt of a response after the deadline time and date established in this SOW.

13.2. Number of Copies of Response

1. One (1) signed original (clearly marked original) of the complete response,
2. One (1) signed copy (clearly marked copy) of the complete response,
3. Two (2) Pricing Proposals, Attachment B, bound and submitted separately
4. Eight (8) thumb/flash drives (clearly marked with Contractor name) containing copies of the complete response;

Photocopying is not available at TEA.

TEA Purchasing & Contracts will not accept additions or replacements to the response after the closing date for receiving the responses in the Purchasing & Contracts of the Texas Education Agency.

13.3. Tentative Sequence of Events/Critical Dates

Date	Event
Thursday, 06/13/2013	Distribution of SOW to Contractors
Thursday, 06/13/2013 to Friday, 06/21/2013	Open period for questions
Monday, 06/24/2013 12:00 Noon CST	Deadline for questions to TEA
Wednesday, 06/26/2013 10:00 AM until 12:00 Noon	Proposer's Conference, beginning at 10:00 A.M. Central Time at the Texas Education Agency, Room PDC7, 1701 North Congress Avenue, Austin, TX 78701-1494
Monday, 07/1/2013	Response is due in the Purchasing & Contracts 3:00 p.m., Central Time
Tuesday, 07/16/2013 to Wednesday, 07/17/2013	Finalist presentations*
Thursday, 07/18/2013	Best and final offers due
Friday, 07/19/2013 to Wednesday 07/31/2013	Selection of Contractor and commencement of negotiations
Thursday 08/01/2013 to Saturday, 08/31/2013	Transition Period
Sunday, 09/01/2013	Beginning date of contract and commencement of work
Monday, 08/31/2014	Ending date of contract and final product submitted to TEA with final billing

It should be noted that all of these dates except the response due date and the final completion date might vary slightly as conditions require.

* Selected Contractor finalists will be required to be available to present and discuss their response with TEA between Tuesday, 07/16/2013 to Wednesday, 07/17/2013 in Austin, Texas. It is highly recommended that key staff proposed for the project attend the presentation.

13.4. Requests for Additional Information

In order to assure that no prospective Contractor may obtain a competitive advantage because of acquisition of information unknown to other prospective Contractors, TEA will provide any additional information that is different from or in addition to, information provided in the SOW only in response to written inquiries. TEA will post all such inquiries and the written answers to the Electronic State Business Daily (ESBD) at <http://esbd.cpa.state.tx.us/> under the same posting as this SOW.

The Contractor must make all inquiries for information in writing (email or fax) to the TEA Purchasing & Contracts, Attention: Kay Wagner, CPPO. The Contractor must identify the SOW number, located in the bottom center of the front cover of this SOW, in the written request for information. The email address for inquiries is TEAContracts@tea.state.tx.us and the fax number is **(512) 475-1706**.

13.5. Standard Response Requirements

Texas Education Agency may consider responses that address only part of the requirements contained in this SOW as non-responsive.

Texas Education Agency reserves the right to reject any and all responses and to negotiate portions thereof.

Texas Education Agency may not necessarily fund the selected responses for the full response price if the Agency determines that a different price is more appropriate. The budget submitted by the Contractor is subject to negotiation by the Texas Education Agency.

Texas Education Agency reserves the right to select the response containing the best Offer considering the outcomes desired. The Contractor shall furnish such additional information that the Agency may reasonably require.

The Contractor must work with the Agency staff to clarify the design of the materials, project design, project activities, and/or other products, and modify these items if necessary.

13.6. State Not Responsible for Preparation Costs

TEA will not be liable for any costs incurred in the preparation and submittal of a response.

13.7. Disclosure of Offer Content

After contract award, responses are subject to release under the Texas Government Code, Chapter 552, Public Information Act. Contractors must indicate on their response cover if their submission contains proprietary information. TEA recommends that a Contractor identify the specific sections within the response that it considers proprietary.

13.8. Review of Responses

Review of responses will begin as soon as practical after receipt. TEA may ask the Contractors receiving the most favorable ratings during the first round of selection to send a representative to Austin, Texas, at a time and place TEA will arrange for oral presentation of their response. TEA may rate the responses again following oral presentations. The evaluation team shall consist of TEA staff knowledgeable in the content area.

TEA will notify each Contractor in writing of the selection or non-selection for award. TEA will destroy additional copies of responses not selected for award in accordance with the TEA-approved records retention policy.

In the case of a response selected for award, notification to the Contractor will include the contractual conditions that the Contractor must accept in accordance with federal and/or state law.

TEA will select responses based on the ability of each Contractor to carry out all of the requirements contained in this SOW. TEA will base its selection on, among other things, demonstrated competence and qualifications of the Contractor and on the reasonableness of the proposed cost.

TEA will apply the following criteria in assigning the total number of points of each portion of the SOW in selecting a Contractor:

Categories	Possible Points
A. Staffing and personnel qualifications <ol style="list-style-type: none"> 1. Knowledge, Skills, and Abilities of individual candidates as related to the SOW tasks and deliverables 2. Experience of the individual candidates as related to the SOW tasks 	30
B. Company experience and past project performance <ol style="list-style-type: none"> 1. The track record of the company in performing similar projects successfully 2. Ability of the company to acquire quality staff and knowledgeable resources 3. Company's financial viability and stability 4. Education and public sector experience shall be given additional consideration 	20
C. Understanding of the services to be performed <ol style="list-style-type: none"> 1. Approach to meeting the requirements and deliverables, in sufficient detail, to demonstrate understanding of the scope of work under this SOW 	25
D. Cost-Effectiveness and Appropriateness of Financial Resources Dedicated to Project	25
TOTAL	100 points

TEA determined weights based on the criticality of the particular factor to the selection process. TEA cautions Contractors not to minimize the importance of adequate responses in any area because it carries less weight than other areas.

TEA may develop a "short list" of qualified offers, and may determine that the Contractor(s) should submit a Best and Final Offer (BAFO). TEA will give each "short-listed" Contractor a reasonable opportunity for discussion and revision of their offer. After receipt of the BAFO(s), TEA will re-evaluate all Contractors submitting a BAFO based on the Evaluation Criteria.

A preference shall be given as authorized by the Texas Government Code. In addition, according to the Consultant law TGC 2254.021-.040, TEA can give preference to a consultant whose principal place of business is in the state or who will manage the consulting contract wholly from an office in the state [TGC § 2254.021](#)

The Agency shall also give preference, among Offers that are otherwise comparable, to an Offer submitted by a HUB.

Attachment A

SUGGESTED FORMAT FOR COVER PAGE

PROJECT PROPOSAL

Submitted to
Purchasing & Contracts

For

Information Technology Services Division
Texas Education Agency
SOW- RFO No.: 701-14-002

Title of Proposed Project:	Maintenance, Support, and Enhancement of Multiple Texas Education Agency Applications
Respondent Organization:	(Name and address of organization submitting response. Include zip code)
Identification Number:	(Respondent organization's Federal Employer's Identification Number or SSN if an individual. If respondent organization is a corporation or if individual is incorporated, the respondent must also enter the charter number of respondent organization or individual.)
Response Developed By:	(Name, position, and telephone number of person responsible for development of response.)
Project Administrator:	(Name, position, and telephone number of person to be in charge of proposed project.)
Response Transmitted By:	(Name, position, and telephone number of official committing the respondent organization to the proposed project.)
Contracting Officer:	(Name, position, and telephone number of official with authority to negotiate contracts for respondent's organization.)
Duration of Project:	September 1, 2013 to August 31, 2014
Total Budget for Proposed Project:	(Total of projected expenditures listed in budget section.)
Contains Proprietary Information:	<input type="checkbox"/> Check here if the material submitted contains proprietary information.
Date Submitted:	(Date Contractor submitted the response to TEA.)

Attachment B
Pricing Proposal
DBITS RFO #701-14-002

Maintenance, Support and Enhancement of Multiple TEA Applications TEA SOW # 701-XX-XX					
Instructions: Enter the Proposed Price Per Unit for all categories. The total proposed price will be automatically calculated. List all assumptions made in preparing the Pricing Proposal. The Annual Projected Workload Units and Approximate Hours/Per Unit are only estimates and will change due to customer requests, work complexity and funding constraints. In no way should these estimates be regarded as guarantees of any level of minimum payments.					
Reminders					
The Awarded Vendor shall be responsible for providing the necessary staff, procedures, management processes, documentation and controls required to produce the deliverables listed in the SOW. The Awarded Vendor shall:					
<ul style="list-style-type: none"> • Provide all materials, resources and services as required to complete the project deliverables. • Provide appropriate management of the project to deliver all products timely and within budget. • Provide competent, suitably qualified and trained personnel resources necessary to meet the requirements stated in the SOW. • Provide the appropriate number of personnel resources and the proper mix of skill and expertise necessary to meet the requirements stated in the SOW. • Provide and implement appropriate quality assurance processes. • Adhere to all TEA standards established for the project. • Complete and deliver high quality services necessary to meet the requirements in the SOW. • Adhere to all TEA change management process and procedures. • Protect the confidentiality of student, teacher or staff identifiable data as well as other sensitive data. 					
Section 1 - Proposed Price Per Unit:	\$0.00				
Section 2 - Proposed Price Per Unit:	\$0.00				
Application Deliverables	SOW Reference	Annual Projected Workload Units*	Approx. Hours/Per Unit*	Proposed Price Per Hour	Total Proposed Price*
Section 1					
Production Support	Section 3.2.8	300	4	\$0.00	\$0.00
Customer Assistance/Support	Section 3.2.4	180	2	\$0.00	\$0.00
Maintenance Modification, Enhancements, Performance Tuning	Section 3.2.6; Section 3.2.9	350	25	\$0.00	\$0.00
Special Requests	Section 3.2.10	150	4	\$0.00	\$0.00
Data Changes	Section 3.2.11	100	3	\$0.00	\$0.00
Section 1 Sub-Total:					\$0.00
Section 2					
Requirements Gathering and Testing	Section 3.2.6.3; Section 4	650	4	\$0.00	\$0.00
Section 3					
Project Management and Reporting	Section 5.1	Enter Yearly Amount:			\$0.00
Total Proposed Price for All Applications					\$0.00
Pricing Proposal Assumptions:					
* If the "Projected Workload Units" completed is less during the contract, the contractor will be paid only for the number of units completed times the negotiated hours per unit.					

Attachment C
Maintenance, Support and Enhancement
of Multiple Texas Education Agency Applications
SOW: RFO #701-14-002

ACCESS TO CONFIDENTIAL INFORMATION

I understand that any unauthorized disclosure of confidential, sensitive, and restricted student information is illegal as provided in the Family Educational Rights and Privacy Act of 1974 (FERPA) and in the implementing of federal regulation found in 34 CFR, Part 99.

I also understand that failure to observe these restrictions is prohibited by the Texas Government Code, Section 552.352 and that such an offense constitutes a Class A misdemeanor.

I certify that I have read and understand the above statement.

Signature

Date

Attachment D

TEA Contractor Guide v4.4

See separate Microsoft Word document

**Maintenance, Support, and Enhancement of
Multiple Texas Education Agency Applications**

Attachment E

EXECUTION OF OFFER

This form must be filled out in its entirety and signed by and officer or agent empowered to contractually bind the Contractor.

PROPOSER/COMPANY NAME:
STREET ADDRESS:
CITY/STATE/ZIP:
TELEPHONE NO.:
FACSIMILE NO.:
EMAIL ADDRESS:
NAME OF PROPOSER'S AUTHORIZED AGENT:
TITLE OF PROPOSER'S AUTHORIZED AGENT:
SIGNATURE OF AUTHORIZED AGENT:



Texas Education Agency

Addendum No. 1

June 27, 2013

DBITS- RFO No.: 701-14-002

Maintenance, Support, and Enhancement of Multiple Texas Education Agency Applications

**RFO Closing Date: Monday July 1, 2013
Closing Time: 3:00 PM**

Offer Questions and Answers

1. **Question:** What is the level of documentation available for the mentioned applications and support areas mentioned in the RFO?

Answer: There are minimum levels of documentation available for each application. All changes after initial deployment are documented in the Merant Tracker system.

2. **Question:** What is ticket trend/variance for the production support of the applications mentioned in the RFP?

Answer: Application specific – often driven by user open enrollment periods and closing cycles. Refer to Section 10. Services and Skills Needed for Each Applications - "Anticipated Workload for 9/1/13 – 8/31/14 for estimates for work estimated.

3. **Question:** Our understanding is the support requirement is for problem management and defect management (levels I2,I3 and I4). Please validate our understanding

Answer: Refer - 3.2.6.2 Maintenance, Modification, and Enhancement

4. **Question:** How many promotional path environments are expected to be supported like PRD, UAT ?

Answer: Development, Test (IVV and User Acceptance Testing) and Production Environments

5. **Question:** Is there an overall architecture or functional representation of systems mentioned that would help us better understand complexities and skill level / competency requirement.

Answer: Yes, they will be provided to the awarded vendor. Included in documentation is requirements, deployment diagrams and configuration item listings.

6. **Question:** our understanding is the TEA PMO takes up the responsibility change advisory board. Is our understanding correct

Answer: Yes, the TEA Contract Manager would serve on the change advisory board that is facilitated by the Vendor Project Manager.

7. **Question:** our understanding is the support requirement is to cover the US business hours and additionally any support on request. Please validate our understanding.

Answer: Refer to Section 9.2 Work Hours and Section 6.1 Production Operation Requirements (normal business hours 7:00 AM to 6:00 PM Central Standard Hours) and some weekend work, when necessary

8. **Question:** Is the support requirement on a dedicated resource model or a shared resource model (similar profile resources shared across applications)

Answer: Shared

9. **Question:** What are the current SLA levels followed and expectations?

Answer: Refer - 6, 6.1 Service Level Agreement

10. **Question:** Please provide an overview of the transition plan including timelines. Is the transition a phased transition or big bang?

Answer: Refer to Section 10.2 Transition Period

11. **Question:** What are the modes of support expected. Email, phone, chat.

Answer: Refer - 3.2.4 Customer Assistance & Support

12. **Question:** we understand Merant tracker is used for defect tracking. What are the ticketing system currently available?

Answer: Merant Tracker is the only tracking system used for software changes. The outsourced vendor Xerox that provides server support uses a tracking system called "Remedy".

13. Question: Section 2 - Which applications are currently in scope for the incumbent vendor?

Answer: All of the applications except for Texas Records Exchange

14. Question: Section 2 - Which vendor is the incumbent?

Answer: Catapult Systems Incorporated.

15. Question: Section 3.2 - What is the current resource roles and number of resources per role that the incumbent vendor provides to TEA for the existing services?

Answer: TEA expects each vendor to review the SOW and determine the appropriate resources to support the applications. A full time Project Manager, who is a multi-tasker, is required. Over the last three years, the number of developers has been as low as four and high as eight. The number of testers and business analyst has been one to two.

16. Question: Section 3.2.3 - To what extent does the vendor participate in Tier 1, Tier 2 and Tier 3 Helpdesk support?

Answer: The application owner is responsible for Helpdesk support for the external customers. The Multiple Applications Support team (the awarded vendor) would be the Tier 2 support.

17. Question: Section 3.6.2 - Which Performance Monitoring tools are currently in use?

Answer: Various TEA Internal server side monitoring tools

18. Question: Section 3.2.6.3 - What level of automated test cases exists for the current systems under the maintenance contract?

Answer: Minimum amount of automated test cases

19. Question: Section 3.2.6.3 - Does TEA anticipate the need to re-engineer the automated regression test cases that currently exist.

Answer: No, but if funding is available adding additional regression tests might be approved.

20. Question: Section 3.2.7 - Does TEA expect a full-time security analyst to be part of the vendor team?

Answer: No

21. Question: Is there an incumbent vendor performing this work, for which the contract is up for renewal?

Answer: Yes

22. Question: If there is currently an incumbent vendor, how long has this vendor been under contract to deliver this work

Answer: This is their 2nd 3 year contract.

Contractor 1 – 3 years

Contractor 2 - 3 years

Contractor 3 (current) – 6 years

23. Question: Regarding: Section 3.2.3 Application Support, “Using Microsoft Office products, prepare and maintain documentation...”

Answer: Yes

24. Question: Regarding: Section 3.2.7 Security: “The Awarded Contractor will remediate any security flaws found in the various applications code at the Awarded Contractor’s expense, regardless of when the flaws are identified.”

- a. Does this mean that when we do a security assessment of an application under this contract, and find vulnerabilities, that we are obliged to remediate those vulnerabilities at no cost, even though we did not perform the original build on the application that introduced flaws?

Answer: If the vendor implements any new security flaws they will be held responsible for fixing these issues at no cost. If an existing issue needs to be fixed, that change will be down through the normal SCR prioritization process.

- b. Would TEA strongly consider a proposal from an expert application security vendor to perform only the security assessment and remediation pieces as separate deliverables under this RFP?

Answer: Not Under this contract

25. Question: Regarding: Section 3.2.13 Quality Control Management: “The TEA PMO ... will perform any quality assurance reviews necessary to ensure the highest quality work product and deliverables in accordance with the requirements...of this SOW. Additionally, the PMO... will perform tasks to ensure deliverables are received as scheduled free of defects and that all risks are identified as early as possible and appropriate actions are taken to mitigate each risk. The awarded Contractor must make available all data, work schedules, project plans, correspondence, deliverable documentation, and any other documents deemed necessary for the TEA PMO... to determine the completeness and quality of the deliverables produced and the overall progress of the work. At no additional expense to TEA, the Awarded Contractor shall make all corrections necessary to resolve any quality issues found by the TEA PMO...”

- a. Can language be introduced in the SOW and through a “project envisioning plan” to set out the criteria and guidelines for determining the quality and progress of the work so that objectives for acceptance can be clearly defined and understood via the Agile methodology?

Answer: No new language will be added to the SOW. The current process and TEA standards will be followed.

- b. If TEA would like to view the current Agile “project envisioning plan” that this vendor operates under in a current and on-going \$3.5MM development project for another state agency, in order to provide an answer, Denim Group is willing to provide a generic copy.

Answer: Not under this RFP

26. Question: Can TEA please confirm that the services in the SOW cover all 18 applications.

Answer: Yes

27. Question: Regarding Section 4. Deliverables: This section lays out a process for assigning and tracking deliverables using SCRs in the Merant Tracker software. The process is 20 steps, not counting the sub-steps, for assignment and approval of a task.

- a. How will support tasks be managed in this system since by the nature of support a resource has to be allocated and prepared to respond to a request even if there are no current requests?

Answer: The awarded vendor determines how many resources are necessary to support the applications for planned releases and production support. There is an “Anticipated Workload for each application that provides an estimate of production support issues. Also, in Section 5.1 Project Management and Reporting, the Application Release Plan talks about planning 3 months in advance. The awarded vendor Project Manager works closely with the TEA Contract Manager to determine agency priorities between applications if there are any conflicts because of resource constraints.

- b. Does the selected vendor’s deliverables pricing have to account for resources continually allocated, regardless of whether a current task is assigned or not?

Answer: That is up to each vendor to determine their pricing but it needs to be based on the format requested in Attachment B – Pricing Proposal. TEA will only pay on completed software changes requests.

28. Question: 11.1. States:

“ Separate and identify each criterion response to **Section 3** of this SOW by use of a divider sheet with an integral tab for ready reference.” Section 3 appears to address Objectives and describe processes.

Should the response tabs follow each section and subsection of *Section 3*, or should the response tabs follow the criteria identified in *Sections 11.2-12* (i.e. 11.2. Understanding of the Project and Methodology, 11.3. Management Plan for the Project, 11.4. Subcontracts, 11.5. Personnel Resources, 11.6. References—Past Performance, 11.7. Access to Confidential Information, 11.8. Contractor Identification, 12. Pricing)? \

Answer: Response tabs should follow sections 11/2-12

29. Question: 1.1.2 The Response Checklist states:

“This checklist is to assist Contractors in ensuring that all information is included in their response. Contractors must refer to the appropriate section of the SOW for detailed information on the following.....**Failure to return all information on the checklist may disqualify the response.**”

Answer: Yes

30. Question: Are we required to return a copy of the TEA contractor guide v4.4.as part of our submission?

Answer: No.

31. Question: Can references from subcontractors be used?

Answer: Yes

32. Question: Are pricing proposals to be provided separately from the response documents?

Answer: Yes.

33. Question: Which of the following skills are required by at least one staff member?

- JAVA
- XML
- XHTML
- Filenet – How to Integrate
- COGNOS – support / understand rewrite to crystal universe
- SAP BOE
- DB2 UDB
- DB2
- TEAL – Tivoli/TIM/TAM support / understand integration

Answer: Contractor will need to provide a variety of technical expertise. Older technology exists and some knowledge / understanding are required to support.

34. Question: Please define what is meant by “appropriateness of financial resources dedicated to project”?

Answer: Understand what resources will need to be committed to the project as it relates to resource sizing, skillsets and experiences.

35. Question: What was TEA budget for this contract over the last three years?

Answer: TEA budget has ranged from \$900,000 to 1.3 million yearly.

36. Question: How many resources has the current vendor had onsite to support these applications?

Answer: Resources have ranged from 1 Project Manager, 4 Developers, 2 BA/Testers to a high of 8 Developers.

37. Question: Does any recently passed legislation have an impact on any of these applications? If so which applications and what impact?

Answer: Not that this panel is aware of at his time.

38. Question: Can you read the questions that were previously submitted and their associated answers?

Answer: Yes – For all answers that have been completed.

39. Question: DUNS # and Financial Statements

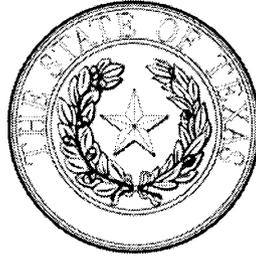
Answer: TEA is required to complete a search of the Federal database; System for Award Management (SAM) utilizing the DUNS number to conduct the search.

40. Question: Previous versions of this APP Maintenance covered 14 applications. It appears that 3 applications have been dropped. MasterTeacher – Waivers – Student Tracking. 8 new ones have been added. Can you verify this?

Answer: Yes – we dropped 3, 2 retired and 1 rewritten. We added several new ones based on agency needs.

41. Question: Proof of Financial Viability – what does TEA need in our response to help evaluate a vendors financial viability?

Answer: A current financial statement as proof the information submitted to DIR at the time of award has not changed and the contractor is still in good financial standing.



Texas Education Agency

Addendum No. 2

June 27, 2013

DBITS- RFO No.: 701-14-002

**Maintenance, Support, and Enhancement of
Multiple Texas Education Agency Applications**

**RFO Closing Date: Monday July 1, 2013
Closing Time: 3:00 PM**

Offer- Pre-Bid Conference Sign-in Sheet

