

# STATEMENT OF WORK

***Grants Management System (GMS) Portal  
Migration Technology Migration/Upgrade***

***DIR-TSO-3843***

***306-21-0076***



**January 20, 2021**

## 1 Introduction

The purpose of this engagement is for Catapult Systems, LLC. to provide technology migration/upgrade services for the portal of the TSLAC Grants Management System (GMS) per Solicitation SOW # 306-21-0076 (Attachment A).

Points of Contacts are indicated below.

***TSLAC Primary Project  
Manager:***

Erica McCormick,  
Grants Administrator

P: (512) 463-5527  
E: emccormick@tsl.texas.gov

***TSLAC Secondary Project  
Manager:***

Danielle Plumer,  
Statewide Resource Sharing Coordinator

P: (512) 463-5433  
E: dplumer@tsl.texas.gov

## 2 Scope of Work

Catapult Systems, LLC. will migrate the TSLAC GMS portal to the Microsoft Power Apps Portal with equivalent functionality as specified in the Solicitation SOW # 306-21-0076 (Attachment A) and their response (Attachment B). The vendor addendum that includes the revised scope, price, and schedule for Deliverable No. 4 of the SOW is provided at the end of Attachment B.

Deliverables are listed as follows:

<b>Deliverable No.</b>	<b>Deliverable Description</b>	<b>SOW Reference Paragraph</b>	<b>Deliverable Price</b>
1.	Project Plan/Schedule	3.2.1	\$4,991.88
2.	Validated and agreed to Use Cases		\$9,983.75
3.	Portal Forms and Processes – Code Complete and Demo	3.1.1.3	\$29,951.25
4.	Branding – Code Complete and Demo	3.1.1.1	\$12,428.74
5.	Complete UAT - Test environment of GMS Portal for UAT	3.2.2	\$9,983.75
6.	Provide final approved production environment of GMS Portal	3.2.3	\$9,983.75
7.	Provide knowledge transfer, IT Technical Documentation and user guide	3.2.4	\$4,991.88
<b>TOTAL</b>			<b>\$ 82,315.00</b>

### 3 Deliverables Schedule

The deliverables schedule is as follows:

Deliverable No.	Deliverable Description	SOW Reference Paragraph	Estimated Due Date
1	Project Plan/Schedule	3.2.1	Week 1
2	Validated and agreed to Use Cases		Week 1-2
3	Portal Forms and Processes – Code Complete and Demo	3.1.1.3	Week 5
4	Branding – Code Complete and Demo	3.1.1.1	Week 7
5	Complete UAT - Test environment of GMS Portal for UAT	3.2.2	Week 7
6	Provide final approved production environment of GMS Portal	3.2.3	Week 8
7	Provide knowledge transfer, IT Technical Documentation and User Guide	3.2.4	Week 8

### 4 Service Levels

Vendor will provide response per SLA specified in Section 5 of the Solicitation SOW # 306-21-0076 (Attachment A).

### 5 Service Term

This agreement for services will begin upon execution of this agreement and end no later than April 30, 2021.

Vendor must place the PO number on each invoice for the specified service period.

### 6 Cost

The total amount of this agreement is eighty-two thousand three hundred fifteen and no/100 dollars (\$82,315.00). Vendor may not exceed the total amount of this PO without prior written approval from the TSLAC Purchasing Department.

### 7 Invoice and Payment

The following procedures apply to invoices and payment. Payments will be processed per the Texas Prompt Payment Act and will exclude sales tax. More information is provided on the Invoicing Instructions of the associated Purchase Order.

#### 7.1 Vendor will submit invoices to:

Texas State Library and Archives Commission  
Attn: Accounts Payable  
PO Box 12516  
Austin, Texas 78711

or email: [AP@tsl.texas.gov](mailto:AP@tsl.texas.gov).

**7.2 Invoice must include:**

- 7.2.1 Name of Vendor, Texas Identification Number, and correct "Remit to" address
- 7.2.2 Name of State Agency
- 7.2.3 Contract/Purchase Order Number
- 7.2.4 Description of services and service period
- 7.2.5 Quantity, Unit Price; All prices should be extended on the invoice
- 7.2.6 Total price
- 7.2.7 Attach supporting documentation, if required

**7.3 Payment Schedule**

The Vendor will be paid for deliverables completed throughout the term of the contract.

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**8 Terms & Conditions**

TSLAC and Vendor will abide by the terms and conditions set forth in the DIR contract # DIR-TSO-3843. In addition, LSTA terms and conditions will be attached the Purchase Order associated with this SOW and cannot be changed.

In the event of conflicts or inconsistencies between this Contract and its exhibits or attachments, such conflicts or inconsistencies shall be resolved by reference to the following order of priority: Signed TSLAC Agreement, Solicitation SOW # 306-21-0076 (Attachment A), and Vendor's Agreement, including addendums and/or clarifications (Attachment B).

**8.1 Cancellation**

TSLAC shall have the right to terminate this SOW at any time upon thirty (30) days prior written notice.



## 9 Approvals & Signatures

The parties execute this Statement of Work pursuant to DIR Contract No. DIR-TSO-3843.

Chief Operations and Fiscal Officer		
Donna Osborne		
Signature		Date:

Program Sponsor		
Jennifer Peters		
Signature		Date:

Technology Sponsor		
Mike Ford		
Signature		Date:

General Counsel		
Sarah Swanson		
Signature		Date:

Catapult Systems, Inc.		
Jim Booth		
Signature		Date:

Department of Information Resources		
Signature		Date:

# STATEMENT OF WORK

## *Grants Management System Portal Migration Technology Migration/Upgrade*

**SOW # 306-21-0076**



**October 30, 2020**

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## 1 Introduction

TSLAC is requesting responses from qualified DIR vendors to provide migration services for the TSLAC Grants Management System (GMS) Portal. The GMS Portal must be migrated to a Microsoft Power Apps Portal with equivalent functionality. The current external web-based portal (Peak Portal) used for the GMS will not be supported after December 2020. The GMS is managed by the Library Development and Networking (LDN) division.

The migration must be completed before the current portal reaches end of life in December 2020. Any delay in migration will result in a temporary suspension of TSLAC grant applications and management activities. It is critical that the Vendor meet the final due date for the final production environment of the GMS.

## 2 Background

TSLAC has developed the Microsoft Dynamics-based GMS to show compliance with the terms of our federal grant and financial management standards required by the state of Texas.

This GMS includes a public-facing portal currently running on Peak Portal from True|IT. The GMS Portal allows prospective grantees the ability to apply for TSLAC funding opportunities and submit requests for funds and performance reports. These grant applications and associated requests and reports are stored in an integrated Microsoft Dynamics 365 customer relationship management (CRM) system for TSLAC internal use. The GMS has been configured to allow TSLAC staff to track and manage competitive and non-competitive grant processes from application submission and review to compliance, payment, and grant closeout.

The GMS Portal has a secondary function of allowing grant review panel members the ability to review, score, and recommend competitive grant applications. Security roles designate the level of access to GMS Portal functionality, with distinct roles for grant applicants, reviewers, and program team members from institutions that have been awarded grants.

TSLAC intends to replace the current GMS Portal with a Microsoft Power Apps portal due a recent decision by True|IT not to continue support for Peak Portal past December 1, 2020.

## 3 Scope of Work

Vendor will configure a replacement to the current GMS Portal using a Microsoft Power Apps Portal. Work will include the creation of a development Power Apps portal, an optional test portal, and a production portal. The TSLAC Project Team will specify high-level requirements for the GMS Portal and will work together with the Vendor to establish acceptance criteria. These acceptance criteria will specify expected functionality, as well as any non-functional requirements that must be met. The Agency Product Owner, supported by SMEs and business analysts, will determine whether acceptance criteria have been satisfied.

### 3.1 Description of Services

*3.1.1 Migrate the current web-based portal (Peak Portal) to a Microsoft Power Apps Portal to access the GMS for a minimum of 400 prospective grantees and up to 40 grant review panel members. The new external portal will:*

*3.1.1.1 Be consistent with the look and feel of the client web site at the time of implementation:  
<https://www.tsl.texas.gov/>*

*3.1.1.2 Link from the current client web site via a branded subdomain, currently  
<https://grants.tsl.texas.gov>. Retention of this URL is strongly preferred.*

3.1.1.3 *Ensure the consistency of functionality and roles from current portal to support necessary Microsoft Dynamics 365 functions, workflows, and processes including but not limited to:*

- A. *Functionality of workflows and processes*
  - i. *Application process (competitive and non-competitive programs)*
  - ii. *Budget and program change requests*
  - iii. *Requests for funds*
  - iv. *Reporting (Performance reports, pre-award assessments, final report)*
  - v. *External grant review*
  - vi. *Document printing*
  - vii. *Document submission and uploads*
  - viii. *Program information section*
- B. *Portal User Permissions*
  - i. *Create/Update/No submit grant*
  - ii. *Create/Update/Submit grant*
  - iii. *Submit Reports*
  - iv. *Create/Update/No submit requests for funds*
  - v. *Create/Update/Submit requests for funds*
  - vi. *View only Requests for funds*
  - vii. *View only All submissions*

3.1.2 *Knowledge transfer from vendor to current managed services team and TSLAC. The current managed services vendor is Catapult System, Inc.*

### 3.2 Deliverables

The following deliverables apply to this SOW.

- 3.2.1 *Provide Project Schedule showing completion of migration on December 15, 2020; Vendor will work with TSLAC to create initial project schedule.*
- 3.2.2 *Provide test environment of GMS for User Acceptance Testing (UAT). If dedicated test environment is not provided, development portal will be used for UAT.*
- 3.2.3 *Provide final approved production environment of GMS meeting all requirements listed above.*
- 3.2.4 *Provide knowledge transfer and IT Technical Documentation*

Vendor's Project Contact and TSLAC Project Manager will create a schedule for the anticipated service plan during the service period. Vendor must submit the approved final schedule to the TSLAC Purchasing Department to include in the Project file.

### 3.3 Delivery Schedule

Any changes to delivery dates must have prior written approval by the TSLAC Contract Coordinator or designee. However, Respondent may propose a delivery schedule in their response that still meets TSLAC's final deadline.

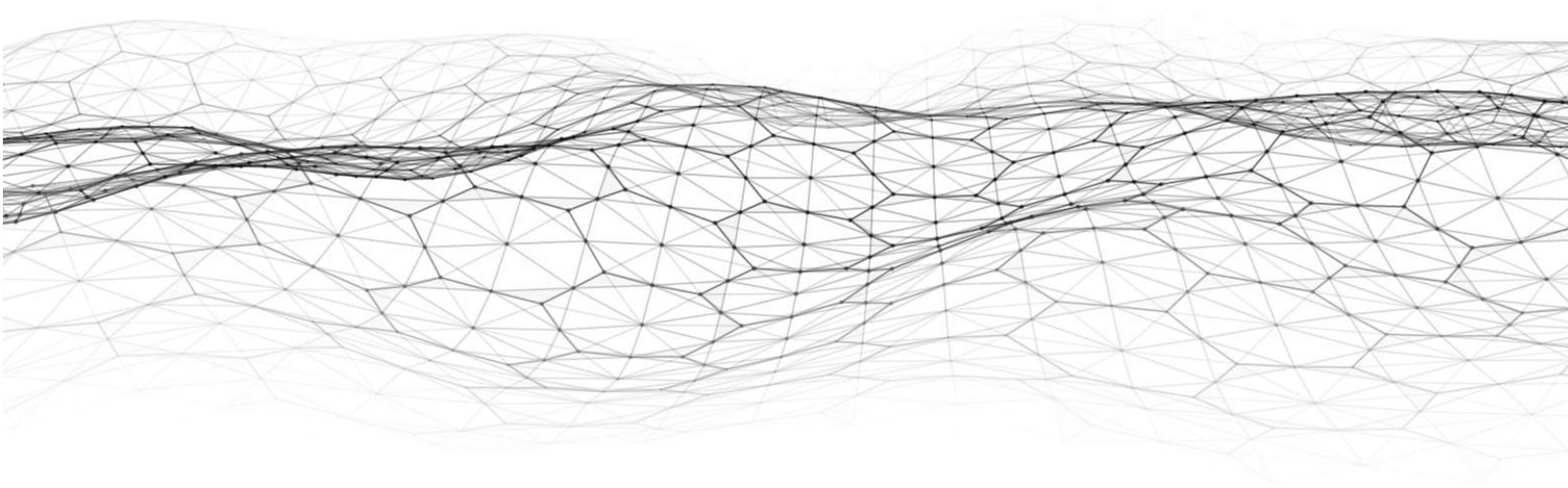
Deliverable No.	Deliverable Description	SOW Reference Paragraph	Estimated Due Date
1	Provide Project Schedule	3.2.1	One week after contract execution
2	Provide test environment of GMS for UAT	3.2.2	11/30/2020
3	Provide final approved production environment of GMS	3.2.3	12/15/2020



# Response to Request for Proposal for Grant Management System Portal Migration Technology Migration/Upgrade

SOW # 306-21-0076

November 10<sup>th</sup>, 2020



Submitted by:



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## A. Response Checklist

Requested Content	Document/ Section	Tab Number	Vendor Initials	For TSLAC
Response Checklist	Appendix A	Front Page	LK	PJR
Solicitation Coversheet	Appendix B	1	LK	PJR
Confidential Information Form	Appendix F	1	LK	PJR
Company Profile, Respondent Qualifications & Experience, and References	Appendix C	2	LK	PJR
Deliverables and Cost Worksheet	Appendix D	3	LK	PJR
Technical Proposal & Subcontracting	Appendix E	4	LK	PJR
TSLAC Addenda, if applicable	Check Emails	5	LK	PJR

## B. Solicitation Coversheet

### SOLICITATION COVERSHEET

Respondent shall complete and sign this document and submit with their Response by the due date and time specified in this solicitation. Failure to do so will result in disqualification of the Response.

TSLAC Purchasing Contact	Delivery Format & Address	Due Date
Pam Rodriguez Contracts Coordinator Phone: (512) 936-2774 Email: <a href="mailto:prodriguez@tsl.texas.gov">prodriguez@tsl.texas.gov</a>	Digital Format E-mail: <a href="mailto:purchasing@tsl.texas.gov">purchasing@tsl.texas.gov</a>	November 10, 2020: 2:00 PM

### Vendor Information

Vendor Name:	Catapult Systems, LLC	Phone Number:	1-800-528-6248
Address:	1221 S. Mopac Expressway, Suite 350	Fax Number:	N/A
City, State, Zip:	Austin, TX 78746	<a href="#">DUNS</a> No:	143983323
Email:	Lindsay.kelling@catapultsystems.com	<a href="#">SAM.gov</a> Expiration Date:	05/12/2021
Texas ID No (TIN):	32014071925	<a href="#">HUB</a> Status, if applicable:	N/A
Federal EIN:	200547052	<a href="#">DIR Contract</a> #:	DIR-TSO-3843

The Texas ID Number is the Payee Identification Number assigned and used by the Texas Comptroller of Public Accounts to process payment for goods or services. Enter this number in the field above. If this number is unknown, please request the Application for Texas Identification Number form (AP-152) from the TSLAC Purchasing Contact. The completed form must be submitted with the Response.

Respondent should enter the Federal Employers Identification number in the field above. If an effort to minimize identity theft, every company MUST have an Employer Identification Number (EIN) prior to award of the contract. For information on obtaining an EIN, call the IRS at (800) 829-4933 or visit <https://www.irs.gov/businesses/small-businesses-self-employed/employer-id-numbers>.

**Preferences**

In case of tie bids, one of more preferences described in Texas Government Code § 2155, Subchapter H and listed below will be used to make an award. Tie bids which cannot be resolved by applications of one or more preferences shall be made by drawing lots. Check the preferences for which you qualify:

- ☐ Products of persons with mental or physical disabilities
- ☐ Energy Efficient Products
- ☐ Rubberized Asphalt Paving
- ☐ Goods produced or offered by a Texas respondent that is owned by a service-disabled veteran who is a Texas resident
- ☐ Goods produced in Texas or offered by other Texas respondent not owned by a Texas resident service-disabled veteran
- ☐ Goods, including agricultural products, produced or grown in Texas
- ☐ Goods, including agricultural products, offered by Texas respondents
- ☐ Goods, including agricultural products, produced or grown in other states of the United States
- ☐ Texas vegetation native to the region
- ☐ Services offered by a Texas respondent that is owned by a service-disabled veteran who is a Texas resident
- ☐ Services offered by other Texas respondent that is not owned by a Texas resident service-disabled veteran
- ☐ Commercial production company and advertising agency located in Texas
- ☐ Purchase products or materials produced in Texas
- ☐ Recycled, remanufactured, or environmentally sensitive products
- ☐ Recycled oil and lubricants
- ☐ Products or services produced in an economically depressed or blighted area
- ☐ Products of facilities on formerly contaminated property

### Preferences

- ☐ Vendors that meet or exceed air quality standards (state or federal environmental standards)
- ☐ Foods of higher nutritional value

By signature herein, the Respondent certifies that they have complied with the certifications and representations listed in the TSLAC General Terms and Conditions ([Section IV](#)).

**Business Ownership:** Pursuant to Texas Family Code § 231.006(c), Responses must include names and social security numbers of each individual with at least 25% ownership of the business entity submitting the Response. If an individual does not control 25% or more of the business entity, enter "None".

Vendors that have pre-registered this information on the CMBL have satisfied this requirement. If not pre-registered on the CMBL, complete the following:

Name	Social Security Number	% of Ownership
N/A		

The person signing must have the authority to bind the company in a contract.



Signature

November 10, 2020

Date

**CONFIDENTIAL INFORMATION FORM (APPENDIX F)**

Include completed Appendix F if the Response contains confidential information as specified in Section III, Subsection 6 of this solicitation. If confidential information is not included within the Response, the form must be submitted and marked "N/A" or left blank.

Please list below items that you assert are confidential as specified in Section 11.5 of this solicitation. Note that requests for information in response to this solicitation not marked as confidential will be released without notifying the Vendor.

Page Number	Section Number	Section Title
N/A	N/A	N/A

## C. Company Profile, Respondent Qualifications & Experience, and References

Include a copy of the Company Profile (Appendix C) and list of the Key Personnel for this project with their resumes that will indicate their qualifications and experience in similar projects. Include this information in the specified tab of the Response Checklist (Appendix A).

Respondent shall use this exhibit (or reasonable facsimile). In addition, the Respondent must attach the organizational structure with executive or senior leadership, including names and titles. This form may be modified as needed to comply with the requirements to document company information.

GENERAL INFORMATION	
<b>Company Name:</b>	Catapult Systems, LLC
<b>Principal place of business (Corporate Headquarters):</b>	
<b>Address:</b>	1221 S. Mopac Expressway, Suite 350
<b>City, State, Zip</b>	Austin, TX 78746
<b>Company's Remit to address:</b>	
<b>Address:</b>	1221 S. Mopac Expressway, Suite 350
<b>City, State, Zip</b>	Austin, TX 78746
<b>Contact Person concerning Solicitation Response:</b>	
<b>Name &amp; Title:</b>	Lindsay Kelling, Director of Proposal Management/Contracting
<b>Phone &amp; Email Address:</b>	210-581-9977; lindsay.kelling@catapultsystems.com
<b>Company Project Lead (person assigned for management and day-to-day project operations)</b>	
<b>Name &amp; Title:</b>	Sam Stewart, Practice Director
<b>Phone &amp; Email Address:</b>	210-581-9912; sam.stewart@catapultsystems.com
<b>Indicate if your company or any of its subsidiaries filed or met criteria for bankruptcy within the last five years.</b>	

## Response to Request for Proposal for Grant Management System Portal Migration Technology Migration/Upgrade

<input type="checkbox"/> Yes	If yes, explain:	
<input checked="" type="checkbox"/> No		
<b>Indicate if your company or any of its subsidiaries has been involved in litigation within the last five years.</b>		
<input type="checkbox"/> Yes	If yes, explain:	
<input checked="" type="checkbox"/> No		
<b>BACKGROUND INFORMATION</b>		
<b>Number of years in business:</b>	28 years	
<b>Number of employees:</b>	300+	
<b>Number of years actively participating in offering the goods/services described in the solicitation:</b>	15+ years	
<b>Provide company background, experience, qualifications, and capabilities in areas of goods/services described in the solicitation.</b>		
<p>Catapult applies innovative technical solutions to our clients' most challenging business problems. For over 28 years, we have helped customers in Commercial, State &amp; Local Government, and the Federal sector achieve that simple, yet elusive objective. Rather than a traditional software application, Catapult's Grants Management solution is an endlessly configurable accelerator based on Microsoft's Dynamics 365 platform. Traditional software applications are built using rules and assumptions that may or may not match the way your agency prefers to operate. You may be required to make compromises to adjust your operations to the conventions and constraints of the software.</p> <p>With the flexibility of the Dynamics 365 platform, however, Catapult's Grants Management solution can be rapidly configured to fit and support your agency's business processes – and rapidly reconfigured should your needs change. Catapult can also, at your option, remain engaged with your team through our Flex managed services offering, enhancing, and supporting the solution after the initial implementation in precise accordance with your agency's changing needs.</p> <p>The result is a solution that requires less training for your staff, facilitates the smooth continuation of operations after implementation, and allows for the agile accommodation of change.</p> <p>Catapult is deeply familiar with Dynamics CRM, having developed solutions for our clients since the platform's introduction in 2003. Our Dynamics practice has assisted dozens of clients in both the public and private sectors, and we hold a Microsoft Gold competency. Our public sector engagements have included enterprise-critical solutions for both state and federal agencies (Health and Human Services and Veterans Affairs, for example). Our Grants Management solution accelerator is a product of our practical field experience developing such a solution for a state agency in Texas.</p> <p>Catapult's Dynamics expertise, however, is only one aspect of our unparalleled depth and breadth in the Microsoft solution stack in general. We aim to be a "broad spectrum" provider of Microsoft expertise to our clients. Microsoft is our sole focus, as it has been since our founding in 1993. Catapult is a Microsoft-designated "National Solutions Provider," a recognition earned by fewer than 40 services firms in the United</p>		

States. We have earned 13 Gold and 4 Silver competencies from Microsoft, placing us in the top .01% of Microsoft partners worldwide.

Over the years, Catapult has won dozens of Partner of the Year honors from Microsoft, including CRM Partner of the Year in 2013 and, most recently, 2019 Global Partner of the Year honors for PowerApps, and US Partner of the Year honors for Modern Workplace Security and Compliance. We were also honored to be named overall Global Partner of the Year in 2016.

Equally as important as our expertise and credentials, however, is the excellence and service-oriented way we engage with our clients. With our roots as a service provider and not a product company, we are accustomed to listening to and internalizing our clients' objectives to ensure that our services produce maximum value. Our service culture revolves around three principles contained in our Brand Promise:

**WE ALWAYS DELIVER.**

Technology projects inevitably encounter unforeseen problems and obstacles and one point or another. We always come through, no matter the challenge.

**WE'RE EASY TO WORK WITH.**

Our goal is to be the most flexible service provider you have ever worked with. We shape and scale our solutions to meet each client's individual situation.

**WE BRING THE WHOLE TEAM.**

We have dropped organizational barriers to encourage our consultants to take advantage of their colleagues' experience. This frictionless access to expertise extends your project team, accelerates your initiative, and protects your budget.

#### **Provide present commitments for related or similar goods/services.**

Our experience level covers a wide range of clients across industries and sizes, including state and local government entities, education and nonprofit organizations, fortune 500 companies, and small to mid-sized customers. There are many companies and technologies that can help you and your team achieve its vision. We believe that you deserve more in a partner; a partner that helps you explore additional benefits from a technology platform that easily meets your goals by focusing on your various end users and constituents' needs. We are able to achieve this by using a dedicated team approach.

There are multiple variables to consider when entering into an engagement. Therefore, we take the time to assess all aspects and align the appropriate resources accordingly. Whether it is working on status reporting with one of our project managers, or a brainstorming session with one of our senior lead consultants; rest assured you will have all areas of the agreed upon project covered. From our senior leadership to our project managers to our technologists and process experts, we strive to be a team of professionals with a Best of Breeds focus.

We establish partnerships with our clients that develop into long-term relationships throughout many industries. Our experience with some of our clients with similar size or industry is summarized below.



Texas State Library and Archive Commission (TSLAC) - Catapult provided the technical staff of TSLAC with a Self-Service Portal for their Institutions to apply for Grants, Update the Profiles, view and retrieve information about their Institution. In addition to the portal, Catapult provided a CRM System to manage and maintain the relationships with their institutions in addition to management of the services that TSLAC offers to libraries, colleges, and educational facilities across the state. Catapult assisted TSLAC in process improvement, design, implementing, configuring, integrating, documenting, and maintaining the configuration specifications of the Microsoft Dynamics CRM 2016. As the system was rolled out to the user community, TSLAC utilized the Managed Services team at Catapult to continue to expand on their use of the system in various areas of their operations and continue to do so today.

State of Nevada - State Public Charter School Authority (NSPCSA) - NSPCSA was managing their grant process using Excel spreadsheets and manual processes, leading to issues with scalability both with reporting on existing grants and with grant applications. Leveraging Catapult's Grants Management accelerator and Dynamics 365, NSPCSA can now measure and increase efficiency of its grants management team, as well providing better quality service to applicants. NSPCSA is able to make better decisions about grant awards based on data and performance from previous grants. By leveraging a portal, NSPCSA is also able to provide self-service options for their applicants, reducing workload on their grants management team.

**Provide description of industry certifications, if applicable.**

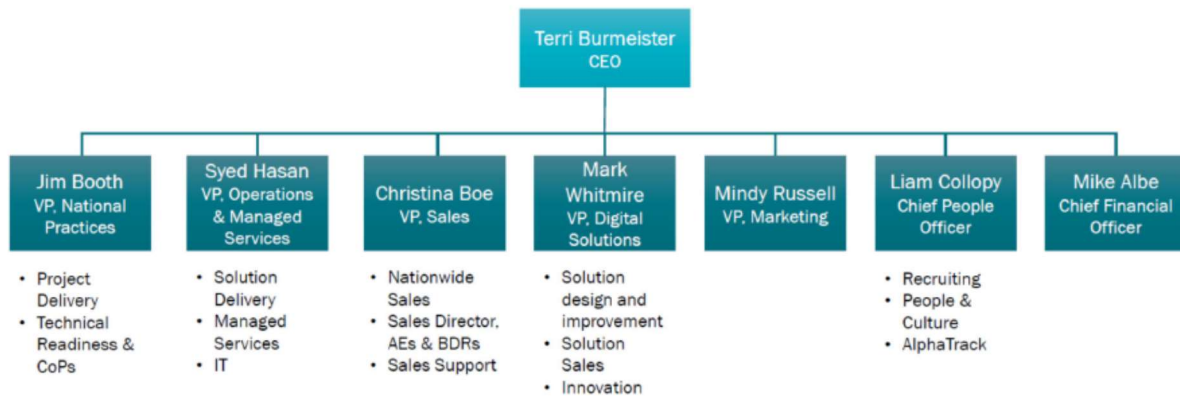
Microsoft's "Gold" and "Silver" competency program to identify partners' core capabilities. The criteria to qualify for competencies is comprehensive, requiring partners to pass technical exams and business assessments based on the latest Microsoft product versions, acquire certifications, provide three to five customer references per competency, and in the case of a gold competency, an additional Customer Satisfaction Index. In addition, we hold gold certified partner status that when combined with our competencies demonstrate that we've met a stringent set of criteria, including specialized certifications and an extensive portfolio of real-world customer references, to be identified as the most skilled partner available in the solution areas we serve. This commitment is reciprocated by Microsoft with broad and deep access to leadership, product groups, and technical support afforded to few Partners.

**Provide list of equipment to be used to fulfill the goods/services described in the solicitation. If not applicable, write "N/A".**

N/A

## STAFF CAPABILITIES

### CORPORATE ORGANIZATIONAL CHART



### CATAPULT'S ACCOUNT MANAGEMENT TEAM

#### Jim Booth – Vice President

Jim Booth is the Vice President of National Practices covering Catapult offices in Austin, Houston, and San Antonio. Jim has over twenty-five years in the IT industry including developing new business, building strategic partnerships, and overseeing consulting operations. After starting his career at Coopers & Lybrand Consulting, now Price Waterhouse Coopers, Jim helped to grow a startup company called American Financial Network focused on sales force automation. From there Jim held senior leadership positions with BSG Consulting, Enron, and USAA before joining Catapult Systems. Jim began his career at Catapult Systems as the Director of Service Delivery in San Antonio. He was promoted to General Manager (GM) and entrusted to start a new Federal contractor business unit and new office in Washington DC. After growing that unit to profitability and transitioning it to a local team, Jim moved back to Texas and took over the San Antonio and Austin business units as GM. Jim holds a Bachelor of Business Administration in Management Information Systems from Texas A&M University.

#### Christina Boe, Regional Vice President

As Catapult's Regional Vice President, she is responsible for developing new business, building strategic partnerships, and overseeing consulting operations for our East Region. Christina started her career with Ernst & Young. She has also held sales positions with technology service provider for over ten years, help grow a start-up organization overseeing Sales, Marketing and Operations after getting the organization profitable decided to transition back to the technology industry.

#### Ashleigh Raymond, Senior Account Executive

Ashleigh serves as the Senior Account Executive for both Texas state agencies and local city departments. Ashleigh manages the overall relationship between the client and the technical team at Catapult; ensuring the client's needs are understood and met. Ashleigh is an enthusiastic and innovative leader with an advanced understanding of business competencies, transformation strategy and state procurement laws. Collectively she has over 15 years' experience managing business operations and internal teams, 10 years of IT experience; to include new product and market development and 4 years

serving Texas public sectors leaders. During this time Ashleigh has successfully opened 8 markets in 4 different verticals and been a critical influence in the development of 3 SaaS products. Ashleigh has earned her seat at the executive table with her consistent ability to accelerate both businesses and individuals beyond their comfort zone to obtain optimal success. She is a seasoned visionary, big picture thinker with a significant amount of passion. Ashleigh is an active member of TASSCC and the Chair of Austin Child Guidance Center 2019 Campaign.

#### Sam Stewart, Dynamics Practice Director

Sam has over 13 years of experience providing business solutions to customers using Microsoft platforms and tools, including SharePoint, Azure and Dynamics. For his tenure with Catapult, Sam has both developed solutions as well as managed teams focused on building business solutions.

Sam leads Catapult's Dynamics practice to provide line of business solutions to help customers both automate/manage their business processes with Dynamics and the Microsoft Business Application stack (Dynamics and the Power Platform). This covers both the Customer Engagement suite of application (Sales, Customer Service, Field Service, etc.) as well as creating XRM solutions with the Power Platform.

#### KEY PERSONNEL RESUMES

The personnel identified below are identified as potential resources for this project, but these resources are available depending on contract award date and signature. Detailed resumes are provided in Appendix A.

#### SERVICE CAPABILITIES

##### Description of three (3) projects of similar size and scope that Respondent has conducted within the past five (5) years

Catapult has been providing our Grants Management accelerator to clients for three years, primarily focused on state and local government entities. Below are some success stories and references for Catapult's Grants Management solution.

##### STATE OF NEVADA - STATE PUBLIC CHARTER SCHOOL AUTHORITY (NSPCSA)

NSPCSA was managing their grant process using Excel spreadsheets and manual processes, leading to issues with scalability both with reporting on existing grants and with grant applications. Leveraging Catapult's Grants Management accelerator and Dynamics 365, NSPCSA can now measure and increase efficiency of its grants management team, as well providing better quality service to applicants. NSPCSA is able to make better decisions about grant awards based on data and performance from previous grants. By leveraging a portal, NSPCSA is also able to provide self-service options for their applicants, reducing workload on their grants management team.

##### TEXAS STATE LIBRARY AND ARCHIVE COMMISSION (TSLAC)

Catapult provided the grants management staff of TSLAC with a self-service portal for their Institutions to apply for grants, update profiles, and view and retrieve information about their Institution. In addition to the portal, Catapult provided a CRM System to manage and maintain the relationships with their institutions and management of the services that TSLAC offers to libraries, colleges, and educational facilities across the state. Catapult assisted TSLAC in process improvement, design, implementing, configuring, integrating, documenting, and maintaining the configuration

specifications of the Microsoft Dynamics CRM 2016 platform. As the system was rolled out to the user community, TSLAC utilized the Managed Services team at Catapult to continue to expand on their use of the system in various areas of their operations and continue to do so today.

#### HOUSING AUTHORITY OF BALTIMORE CITY (HABC)

The Housing Authority of Baltimore had engaged Catapult to help with their investment in O365 Dynamics (CRM Online) to re-platform the system that runs the “504 Reports” used by the Reasonable Accommodations and Immediate Needs teams at the Housing Authority. The Housing Authority had partnered with Catapult Systems to assist with re-platforming the reporting system to CRM and build integration between CRM and the Elite (resident management system) for resident information. This partnership led to a successful implementation of data integration, data cleanup, reporting and report security, and training to key individuals at HABC.

#### Description of experience providing similar deliverables in public sector, specifically state and local government

Our public sector engagements have included enterprise-critical solutions for both state and federal agencies (Health and Human Services and Veterans Affairs, for example). For more information, a Texas State Agency Grants Management Case Study has been provided in Appendix B.

#### An outline of its capability to deliver the required services including process, functional and technical expertise

Catapult Systems has experience working with Grants Management Solutions, including creation of TSLAC’s current GMS. This includes designing and building the Dynamics 365 Portals, as well as branding and security. Catapult has additionally built Dynamics portals for several State entities for Grants Management Solutions, as well as Portal solutions for other State and Local entities, including Fairfax County in Virginia, as well as commercial customers.

Catapult’s long-standing relationship and understanding of TSLAC’s GMS process and team will enable us to quickly being developing the Power Apps Portal and updates.

Catapult’s approach to migrating from Peak Portals to Dynamics portals is to:

- Validate existing use cases and update with any needed requirement changes
- Create or update functionality for views, pages, and forms for Dynamics Portal
- Update Portal users to require password updates
- Create branding to match TSLAC
- Execute User Acceptance Testing with TSLAC team
- Release to production
- Transition to managed services Flex support team

#### Types of information anticipated to be provided as part of each deliverable

Catapult System will provide:

- Updated and documented use cases and requirements for the Portal
- The Project Plan and Schedule for the engagement
- The solution and code for the customizations to the Dynamics Portal

## Response to Request for Proposal for Grant Management System Portal Migration Technology Migration/Upgrade

- Updated Test Scripts for new Portal
  - User Acceptance Test scripts that detail the steps needed to test the solution
- Updated User Guides for Portal users
  - Intended to document the main scenarios and processes, not cover every edge case for users.
- Updated As-Built Document for new Portal
  - This document will contain the customizations and changes made to support the Portal; it is not intended to provide product documentation.

## REFERENCES

Respondent must provide a minimum of three (3) references for projects completed within the last two (2) years and similar in scope.

Reference #1	
<b>Reference Name:</b>	Debbie Littrell
<b>Company/Organization:</b>	Texas State Library and Archives Commission
<b>Address:</b>	1201 Brazos Street
<b>City, State, Zip</b>	Austin, TX 78711
<b>Phone:</b>	800.252.9386
<b>Email:</b>	<a href="mailto:dlittrell@tsl.texas.gov">dlittrell@tsl.texas.gov</a>
<b>Service Period:</b>	2016
<b>Services Provided:</b>	This engagement was to provide a customized Cloud Hosted Grants Management System (GMS) based on Microsoft CRM Online leveraging the Microsoft Grants Manager Plus template. The solution provided tailored interfaces for the back-office administration by TSLAC employees of the Grants, Grantees and Grant Review Panel Members. Additionally, Grantees and Grant Review Panel Members are using a web-based interface completely integrated into the GMS. The engagement also provided on-going support and enhancements for the GMS with the option to renew annually.

Reference #2	
<b>Reference Name:</b>	Todd Carl, Business Process Analyst II
<b>Company/Organization:</b>	State of Nevada GMS
<b>Address:</b>	1749 North Stewart Street, Suite 40
<b>City, State, Zip</b>	Carson City, NV 89706
<b>Phone:</b>	775-687-9105
<b>Email:</b>	tcarl@spcsa.nv.gov
<b>Service Period:</b>	1/2020-3/2020
<b>Services Provided:</b>	NSPCSA engaged Catapult to replace their current Grant Management Environment with a system that is user friendly and scalable to meet the needs of their applicants. In effort to provide the best return on investment with minimal requirements, Catapult provided a minimum viable solution that allows us to focus on immediate needs, providing a rapid solution in an environment that is constantly evolving.

Reference #3	
<b>Reference Name:</b>	Jimmy Thomas, CIO
<b>Company/Organization:</b>	Housing Authority Baltimore City
<b>Address:</b>	417 East Fayette Street, Room 1204
<b>City, State, Zip</b>	Baltimore, MD 21202
<b>Phone:</b>	410-361-9667
<b>Email:</b>	jimmy.thomas@habc.org
<b>Service Period:</b>	2/2020 – 5/2020
<b>Services Provided:</b>	The Housing Authority of Baltimore City had engaged Catapult to assist with completing a long-awaited change from Infogistics to CRM Online for supporting the Reasonable Accommodation Request process that enables the organization to track, manage and fulfill resident requests.

## D.Deliverables and Cost Worksheet

### DELIVERABLES AND COST WORKSHEET

Catapults anticipated fixed fee deliverables and costs are listed below.

Deliverable No.	Deliverable Description	SOW Reference Paragraph	Deliverable Price
1.	Project Plan/Schedule	3.2.1	\$ 4,991.88
2.	Validated and agreed to Use Cases		\$ 9,983.75
3.	Portal Forms and Processes – Code Complete and Demo	3.1.1.3	\$ 29,951.25
4.	Branding – Code Complete and Demo	3.1.1.1	\$ 29,951.25
5.	Complete UAT - Test environment of GMS Portal for UAT	3.2.2	\$ 9,983.75
6.	Provide final approved production environment of GMS Portal	3.2.3	\$ 9,983.75
7.	Provide knowledge transfer, IT Technical Documentation and user guide	3.2.4	\$ 4,991.88
<b>TOTAL</b>			<b>\$ 99,837.50</b>

### ASSUMPTIONS AND EXCLUSIONS

Catapult's assumptions and estimates are based off the below understanding of the Peak Portal environment:

- Peak Portal environment contains 18 existing web pages
- Peak Portal environment contains 18 existing forms
- Existing use cases will remain the same as current Portal environment
- No clean-up of Contacts/Portal Users beyond password resets
- No data migration required
- TSLAC environment is appropriately licensed with Power Apps Portal licenses
- All existing workflows and processes of the current GMS Portal will be maintained
- The portal must comply with state and federal accessibility standards. TSLAC is required to follow Texas Administrative Code, Title 1, Part 10, Chapter 206, Accessibility and Usability of State Web Sites, Texas Administrative Code, Title 1, Part 10, Chapter 213, and the Federal Section 508, Accessibility Standards.
- Current user security roles will be supported in the Power Apps portal. Existing user accounts available in Dynamics 365 will be used for access to the Power Apps portal.

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Response to Request for Proposal for Grant Management System Portal Migration Technology Migration/Upgrade

- TSLAC will provide Vendor assigned to this contract with appropriate level of access to the supported environments
- TSLAC will provide style guide
- Vendor will use industry security best practices for the design and implementation of the Microsoft Power Apps portal
- Prerequisite requirements (security clearances, background checks, systems access, awareness training, etc.) have been communicated to Catapult prior to the project kickoff meeting
- Information provided in Client documents and statements used to develop this Statement of Work is assumed to be an accurate representation of the respective subject matter
- Client will provide Catapult consultants with necessary permissions and credentials for accessing the relevant Client systems prior to the project kickoff meeting
- Catapult resources will be engaged on a full-time basis or per the agreed upon project schedule, and work will be completed on consecutive business working days for the duration of this engagement unless otherwise agreed
- Client key stakeholders will be readily accessible for key decision making throughout the course of the engagement
- The Catapult team may perform portions of the work either at the Client site or remotely depending on the nature of each task
- Hardware and software costs that may be required to complete this engagement are not included in this Statement of Work
- Some work items may be more accurately defined during the engagement. Should we encounter a deviation from the total estimated schedule or effort, a change order will be presented for approval prior to commencement of the associated work
- Client understands the success of this project is dependent upon the participation of Client staff and third-party vendors (if required)
- Client will assume responsibility for management of all vendors not managed by Catapult
- Client will provide details of all relevant policies and standards which may have a bearing on the design, testing or implementation of any new technology
- Upon schedule acceptance, delays due to Client resulting in Catapult resources not being utilized as agreed upon may be invoiced as if resources were utilized in a full-time capacity, unless an otherwise mutual agreement is reached between Catapult and Client



## E. Technical Proposal

### TECHNICAL PROPOSAL – 10-page limit

#### SUCCESS CRITERIA

With Peak Portal announcing the deprecation of their Portal Solution, TSLAC needs to replace their existing Grants Management Solution Portal. Catapult and TSLAC concur that the Power Apps Portal is the best solution going forwards. This engagement will be successful when TSLAC is migrated off of the Peak Portal solution and on to a Power Apps Portal solution, with minimal disruption to TSLAC's GMS user base.

Catapult intends to re-use as much of the existing form configuration and process configuration in order to be as efficient as possible with TSLAC's timeline and budget.

#### PROJECT WORK PLAN

##### KEY ACTIVITIES AND MILESTONES

The below table represents the deliverables and estimated due date for this engagement. While Catapult understands the urgency in completing this effort as soon as possible due to the depreciation of the Peak Portals environment, the current anticipated duration is 10 weeks to reach production. Holiday schedules may impact this project timeline as well.

Catapult recommends that TSLAC extend their Peak Portal hosting into January 2020 to support the anticipated schedule.

Deliverable No.	Deliverable Description	SOW Reference Paragraph	Estimated Due Date
1	Project Plan/Schedule	3.2.1	Week 1
2	Validated and agreed to Use Cases		Week 1-2
3	Portal Forms and Processes – Code Complete and Demo	3.1.1.3	Week 5
4	Branding – Code Complete and Demo	3.1.1.1	Week 9
5	Complete UAT - Test environment of GMS Portal for UAT	3.2.2	Week 9
6	Provide final approved production environment of GMS Portal	3.2.3	Week 10
7	Provide knowledge transfer, IT Technical Documentation and User Guide	3.2.4	Week 10

##### APPROACH

To be as efficient as possible with TSLAC's time, Catapult recommends that as much reuse of existing forms, permissions and customizations are done.

The scope and activities intended to accomplish this are:

1. Validate use cases for existing portal and update use case document
  - a. Execute up to 2 (two) two-hour workshops with TSLAC SME's.
2. Configure development and production Dynamics Portals
3. Update Dynamics configurations and entities to support Dynamics Portal instead of Peak Portals
  - a. Configure up to 18 entity form records for portal, to leverage existing forms and processes. Processes are:
    - i. Application process (competitive and non-competitive programs)
    - ii. Budget and program change requests
    - iii. Requests for funds
    - iv. Reporting (Performance reports, pre-award assessments, final report)
    - v. External grant review
    - vi. Document printing
    - vii. Document submission and uploads
    - viii. Program information section
  - b. Configure up to 4 Entity Lists for Dynamics portal, filtering for contact and organization
  - c. Configure up to 18 entity permission records and configure to match existing Peak Portal permissions settings
  - d. Configure functionality to share/upload documents with authenticated users
  - e. Create web pages for Dynamics Portals
    - i. Create up to 18 web page records in Dynamics Portal
    - ii. Create up to 9 web roles to support permissions, expected permissions to include
      1. Create/Update/No submit grant
      2. Create/Update/Submit grant
      3. Submit Reports
      4. Create/Update/No submit requests for funds
      5. Create/Update/Submit requests for funds
      6. View only Requests for funds
      7. View only All submissions
    - iii. Update up to 9 existing workflows to set web role for Contacts/Portal Users
  - f. Update registration process for new users
  - g. Configure functionality to force mass-password reset for existing Peak Portal users

## Response to Request for Proposal for Grant Management System Portal Migration Technology Migration/Upgrade

- i. Required due to lack of secure process to migrate Peak passwords to Dynamics Portal passwords
  - h. Execute 1 one-hour demo of Dynamics configurations changes prior to UAT
4. Create branding to match desired look and feel based from <https://www.tsl.texas.gov/> and any provided style guide
  - a. Configure header and footer templates and add global navigation elements/links
  - b. Customize home page template
  - c. Customize “page” template
  - d. Update each web page with existing copy and format
  - e. Develop/customize JavaScript to support necessary changes to DOM references for Dynamics Portal
  - f. Create stylesheet to provide for branding for portal
  - g. Execute 1 one-hour demo of Dynamics configurations changes prior to UAT
5. Create as-built documentation and User guide documenting major processes for Portal Users
  - a. Review via 1 two-hour knowledge transfer meeting with TSLAC technical SMEs
6. Execute User Acceptance Testing
  - a. Create/update test scripts for Portal use cases
  - b. Lead up to 3 User Acceptance testing test cycles
7. Push changes and solution to production

## TSLAC ROLES AND RESOURCES

The table below describes the anticipated roles and estimates for time needed. The amount needed per week will fluctuate depending on phase of the project, with more time needed for UAT or for workshops.

Roles	Description	Estimated Time (weekly)
TSLAC Project Coordinator	Assigned TSLAC resource intended to make key decisions around planning and schedule in conjunction with Catapult PM	4-8 hrs. weekly
TSLAC Grants Subject Matter Expert	TSLAC expert on Grants Management requirements. Will assist with validating use cases, attending demos, and User Acceptance Testing	4-8 hrs. weekly, will increase for UAT
TSLAC IT Administrator	TSLAC IT contact to support with any necessary Administration access as well as be available for knowledge transfer	4 hrs. weekly

## ASSUMPTIONS

Catapult's assumptions and estimates are based off the below understanding of the Peak Portal environment:

- Peak Portal environment consists of 18 existing web pages
- Peak Portal environment consists of 18 existing forms
- Existing use cases will remain the same as current Portal environment
- No clean-up of Contacts/Portal Users beyond password resets
- No data migration required
- TSLAC environment is appropriately licensed with Power Apps Portal licenses
- All existing workflows and processes of the current GMS Portal will be maintained
- The portal must comply with state and federal accessibility standards. TSLAC is required to follow Texas Administrative Code, Title 1, Part 10, Chapter 206, Accessibility and Usability of State Web Sites, Texas Administrative Code, Title 1, Part 10, Chapter 213, and the Federal Section 508, Accessibility Standards.
- Current user security roles will be supported in the Power Apps portal. Existing user accounts available in Dynamics 365 will be used for access to the Power Apps portal.
- TSLAC will provide Vendor assigned to this contract with appropriate level of access to the supported environments
- TSLAC will provide style guide
- Prerequisite requirements (security clearances, background checks, systems access, awareness training, etc.) have been communicated to Catapult prior to the project kickoff meeting
- Information provided in Client documents and statements used to develop this Statement of Work is assumed to be an accurate representation of the respective subject matter
- Client will provide Catapult consultants with necessary permissions and credentials for accessing the relevant Client systems prior to the project kickoff meeting
- Catapult resources will be engaged on a full-time basis or per the agreed upon project schedule, and work will be completed on consecutive business working days for the duration of this engagement unless otherwise agreed
- Client key stakeholders will be readily accessible for key decision making throughout the course of the engagement
- The Catapult team may perform portions of the work either at the Client site or remotely depending on the nature of each task
- Hardware and software costs that may be required to complete this engagement are not included in this Statement of Work
- Some work items may be more accurately defined during the engagement. Should we encounter a deviation from the total estimated schedule or effort, a change order will be presented for approval prior to commencement of the associated work

## Response to Request for Proposal for Grant Management System Portal Migration Technology Migration/Upgrade

- Client understands the success of this project is dependent upon the participation of Client staff and third-party vendors (if required)
- Client will assume responsibility for management of all vendors not managed by Catapult
- Client will provide details of all relevant policies and standards which may have a bearing on the design, testing or implementation of any new technology
- Upon schedule acceptance, delays due to Client resulting in Catapult resources not being utilized as agreed upon may be invoiced as if resources were utilized in a full-time capacity, unless an otherwise mutual agreement is reached between Catapult and Client

### QUALITY MANAGEMENT

The Catapult team will produce a Quality Plan to identify and define the tasks necessary to ensure that the client's expectations are met. These tasks may include:

- Deliverable acceptance criteria and review cycles
- Schedule for status meetings and status report distribution
- Process and responsibilities for issue escalation and resolution
- Other required quality management steps in each phase of the engagement
- Methods for addressing key Client expectations with respect to the overall engagement objectives

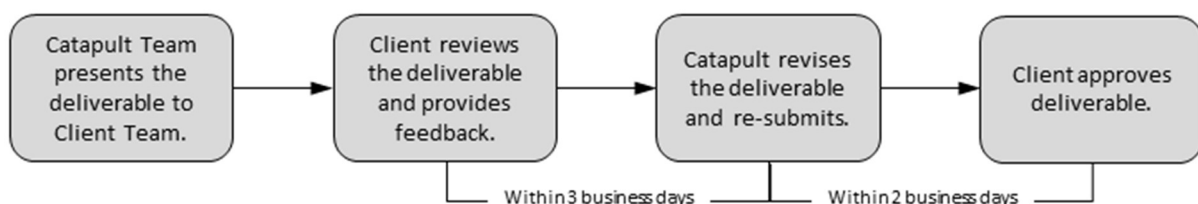
Throughout the engagement, the Catapult team will monitor quality related activities and ensure compliance with the Quality Plan.

### STATUS REPORTING

The Catapult team will prepare a weekly status report that captures relevant details related to work progress such as project budget, schedule, and issues that require management attention. The Catapult team will conduct a weekly status meeting with the Client team to review the status report and address any issues or activities that require attention.

### APPROVING DELIVERABLES

The Catapult and Client teams will jointly execute a deliverable review process as defined in the diagram below:



The effort estimates in this Statement of Work account for one iteration of the approval process shown here. If during the engagement Client requires more iterations of this process, Catapult project management will evaluate the related impact on budget and schedule and execute the change management process as appropriate. If approval or feedback has not been received from the Client

within three (3) business days, deliverables will be considered approved and accepted by the Client unless otherwise mutually agreed upon in writing.

## CHANGE MANAGEMENT

Catapult will notify Client promptly if there is any **material change in scope, schedule, or budget**. Conversely, Client will notify Catapult promptly of any changes in scope or timeline. Any change to the scope will be managed using Catapult Project Change Management process. Under this process, either Catapult or Client may initiate a change request when some change or event has occurred that may impact the scope, schedule, or budget of the project. Client can choose to approve or deny the change request. Catapult will not proceed with work related to the change request until Client has issued formal approval.

Some examples of events that can cause a change request include the following:

- *Change in Technical Scope* – Client decides to include new functionality or capabilities not identified in the initial scope and related work estimates
- *Change in Scope of Work* – Client requests Catapult perform work activities or produce deliverables not originally assigned to the Catapult team
- *Change in Approach* – Material changes in the work approach due to circumstances outside the control of the engagement team (some examples include: Client team members not available as planned, delays in Client tasks or responsibilities, equipment not available as planned.)
- *Change in Schedule* – Material changes in the schedule due to circumstances outside the control of the engagement team

## PORTAL ACCESSIBILITY

Catapult will follow accessibility best practices for 508 and other TSLAC requirements. Microsoft Power App Portals accessibility features are defined at:

- Section 508 - <https://celaaatprod.blob.core.windows.net/public/54fa146e-ffa2-43e2-8cf0-ade35c5d5f47/45fb78ac-4228-4d96-b1b8-c58881fd42fb/Dynamics%20365%20Customer%20Engagement%20-%20Portal.Cloud.RevisedSection508.docx>
- WCAG - <https://celaaatprod.blob.core.windows.net/public/54fa146e-ffa2-43e2-8cf0-ade35c5d5f47/3c7614e1-4b74-4e86-b360-ea380a483eb8/Dynamics%20365%20Customer%20Engagement%20-%20Portal.Cloud.WCAG.docx>
- EN 301 549 - <https://celaaatprod.blob.core.windows.net/public/54fa146e-ffa2-43e2-8cf0-ade35c5d5f47/e59b2491-754f-4114-8a3f-23d80c8c94ab/Dynamics%20365%20Customer%20Engagement%20-%20Portal.Cloud.EN.docx>

## Subcontracting

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### Subcontracting

Catapult will not be utilizing any subcontractors for this project.

## Addenda

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## ADDENDUM

Addendum No: 01 Date: November 5, 2020

Solicitation No: 306-21-0076

Solicitation Title: GMS Portal Migration

Response Deadline: 11/10/2020 at 2:00 PM CT

TSLAC Purchasing Contact: Pam Rodriguez; [prodriguez@tsl.texas.gov](mailto:prodriguez@tsl.texas.gov)

Purpose of Addendum: Questions and Answers

*Except as provided herein, all terms and conditions of the solicitation document remain unchanged and in full force and effect. The following are specifications to the solicitation. This Addendum may be attached to and form a part of the referenced solicitation document and any resulting awarded contract and may be considered in your Response.*

**Question #1:** How many pages in the existing portal?

**Answer:** Twelve (12) main pages plus landing page, eight (8) of which lead to data input forms.

**Question #2:** Are there any calculations involved in filling the data?

**Answer:** Yes, budget and financial status tables; Calculations are performed in Dynamics 365 and displayed in the portal.

**Question #3:** How many existing portal users on the Peak portal?

**Answer:** Over 1,500 contacts have access.

**Question #4:** Are there any dependencies with external systems?

**Answer:** No, except for Dynamics 365.

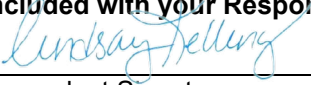
**Question #5:** Are there existing developers working on PowerApps Portal?

**Answer:** No.

**Question #6:** What type of D365 License are we using?

**Answer:** Customer Service Enterprise Plan, Customer Sales Enterprise Plan, Team Members.

**Respondents are to acknowledge receipt of this addendum by signing this document. The signed document must be included with your Response.**

  
Respondent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Company Name

## Appendix A – Resumes

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## Nancy Scheffe

Project Manager/Business Analyst

### Relevant Experience

More than 21 years Information Technology experience, during which she has developed expertise in Business Analysis and Project Management. Her exemplary record of providing vision, clarity and leadership in Business Process Improvement has her working directly with C level management as well as client end users on a daily basis. Nancy is highly successful at working with multiple teams and departments facilitating smooth transitions during periods of significant change and growth such as full life cycle implementations, upgrades and evaluations. Nancy is extremely effective at integrating emerging technologies, systems and processes to solve complex business problems. Nancy has a talent for motivating high performance teams, making effective decisions, communicating mid-stream change to clients, and quickly revising tactics to achieve goals within aggressive time frames.

### Expertise

Technology	HTML, Microsoft Office Suite, Microsoft Project 2003, 2007, 2010, and 2013 Microsoft Project Server 2003 and 2007, Jira, SharePoint Services 2003, 2007, 2010, 2013, 2016, O365, Exchange Online, SharePoint Online
Industry	Vacation/Resort, Financial and Direct Marketing, Private Military, Retail, Logistics and Security, Ecommerce and Distribution, Insurance Claims Services, Manufacturing, Oil and Gas, Transportation, Manufacturing, Information Technology, Telecommunications, Retail, Financial Services, Security and Healthcare

### Relevant Project Experience

Industry	Responsibilities / Results	Project
Insurance	Project Manager and Business Analyst <ul style="list-style-type: none"> <li>Developed and Managed Project Schedule</li> <li>Managed all phases of project including Envisioning, Planning, Development, Stabilizing and Closure</li> <li>Documented and Managed Issues, Risks and Decisions and Action Items</li> <li>Developed Test Cases and Worked with Business on defining acceptance criteria</li> </ul>	Custom Software Development

Industry	Responsibilities / Results	Project
	<ul style="list-style-type: none"> <li>• Worked alongside Technical Architect and developers daily</li> <li>• Managed multiple team members and the fluidity of their availability</li> <li>• Develop and Manage Communications and Plans</li> <li>• Responsible for Escalations</li> </ul>	
Financial	<p>Have managed this company's Disaster Recovery Exercise two times in one year.</p> <p>Project Manager Consultant and Business Analyst</p> <p>Project Manager</p> <ul style="list-style-type: none"> <li>• Developed Project Schedule</li> <li>• Managed Schedule</li> <li>• Managed third party data center vendor</li> <li>• Managed the disaster recovery exercise; playing the role of DR Coordinator</li> <li>• Documented timeline (story) so RTO's could be managed and understood at every turnover point</li> <li>• Identified, managed and communicated risks, issues and plans to mitigate to CFO and Directors</li> <li>• Managed the actual exercises</li> </ul> <p>Business Analyst</p> <ul style="list-style-type: none"> <li>• Improved previous DR exercises by identifying areas where there were gaps on reporting, testing, communications, pretesting, etc.</li> <li>• Identified and Documented test cases for the business owners and the system admins</li> <li>• Reviewed test cases with business owners for sign off</li> <li>• Work with business in understanding what a Disaster Recovery Exercise consists of and why it is needed</li> <li>• Executed Test cases for O365</li> <li>• Worked with the business during the exercise to troubleshoot connectivity issues.</li> </ul>	Disaster Recovery Exercise

Industry	Responsibilities / Results	Project
	<ul style="list-style-type: none"> <li>Modified 3<sup>rd</sup> party vendor Disaster Recovery deliverable to include two different exercises with two different DR technical approach, (failover vs restore from back up) Also, enhanced deliverable to include more specifics around communication, RTO's and RPO's</li> <li>Managed and communicated timeline with business including during the exercise giving instructions on various questions</li> </ul>	
Government-Health	Project Manager <ul style="list-style-type: none"> <li>Responsible for developing and maintaining project schedule, budget and actuals</li> <li>Responsible for managing issues, risks and overall quality of deliverables</li> </ul>	IT Health Assessment
Financial	Project Manager Consultant and Business Analyst <ul style="list-style-type: none"> <li>Responsible for multiple towers (areas of technology) while at this client for moving to a new a Data Center. These towers included: Security, Network, and various other areas of the Infrastructure.</li> <li>Responsible for all project schedules, issues, risks, testing plans, testing scenarios, project plans, etc.</li> <li>Wrote training documentation for the new VPN (Virtual Private Network) solution. Trained users both in classroom style and one on one.</li> <li>Wrote training documentation for the new UAG RDP Solution and trained users one on one</li> <li>Performed gap analysis on the Master Server List to ensure all servers from applications to infrastructure are accounted for in the decommission process</li> </ul>	Data Center Migration

Industry	Responsibilities / Results	Project
Security	<p>Business Analyst/Project Manager Consultant:</p> <ul style="list-style-type: none"><li>• Gathering requirements for custom reports on SQL platform using Reporting Services and custom application development project</li><li>• Participating in architecture definition</li><li>• Facilitated JAD sessions with C level management, documented business requirements in Use Case Format</li><li>• Documented and facilitated User Acceptance Testing.</li><li>• Managed Change Control</li></ul>	MS Project 2007, MS Project Server 2007, Use Case Methodology

### Certifications

- Microsoft Solutions Framework Practitioner
- Certified Scrum Master (CSM)

## Richard Toro

### Relevant Experience

Over 18 years' experience in front end web, UI development and consulting, specializing in the Microsoft technology stack.

### Expertise

Languages and Interfaces	HTML, JavaScript, Typescript, SCSS, CSS, SPFx, SharePoint CSOM/JSOM, SharePoint PnP, Powershell, Angular, React, Backbone JS, Gulp, GIT, NodeJS
Software Tools and Utilities	Visual Studio, Visual Studio Code, Azure DevOps, SharePoint Designer, Adobe Creative Suite, MS Office, Hyper V, IIS, XRMToolkit
Applications	SharePoint Online, 2013, 2010, 2007, Dynamics 365, CRM 16, 15, Adxstudio, Microsoft CRM Portals, Power Platform including PowerApps, Power Automate Flow, Azure Automation, Azure Runbooks, Nintex Workflow, InfoPath
Industries	Engineering/Construction, Energy, Healthcare, Financial, Government, Education, Insurance, Automotive, Airlines, Communications, Legal, Real Estate, Software

### Relevant Project Experience

Client/Project	Responsibilities	Tools and Technologies
Liberty Utilities' Data Request System  (Energy / Utilities)	SharePoint online modern experience / Power App <ul style="list-style-type: none"> <li>Developed their power app for processing and managing data requests</li> <li>Developed Power Automate Flow for creating and auto-populating documents based on a word template</li> <li>Developed Power Automate Flow for approves as a state machine</li> <li>Configured site lists, libraries, and related metadata</li> </ul> Developed end use guide	Power App, Power Automate Flow
MPEG LA's Licensee / Licenser Extranet  (Technology)	SharePoint online modern experience / Dynamics 365 CRM <ul style="list-style-type: none"> <li>Developed the SPfx application customizer to provide enhanced look and feel for their account, program, and meeting sites</li> </ul>	Office 365, SharePoint, Dynamics 365, Azure, SharePoint PnP, SPfx, Powershell

	<ul style="list-style-type: none"> <li>Developed several communication-based site templates</li> <li>Developed the site provisioning script and Azure automation / Runbook for meeting sites.</li> </ul>	
<p>Newmark Knight Frank (NKF) - NGage Job &amp; Management System</p> <p>(Commercial Real Estate)</p>	<p>Custom App Dev</p> <ul style="list-style-type: none"> <li>Developed the look and feel of the custom web-based .Net Core app.</li> <li>Provided custom scripting for the form handling and related UI elements as well as assisted in the configuration of the models and views.</li> <li></li> </ul>	<p>Visual Studio, .Net Core, Azure, IIS, Typescript, C#, HTML, CSS</p>
<p>First Sovereign Bank's Grants Management System</p> <p>(Finance)</p>	<p>Dynamics 365 / CRM Portals</p> <ul style="list-style-type: none"> <li>Designed and developed the CRM portal branding</li> <li>Developed and configured portal related CRM entities, permissions, etc.</li> <li>Custom scripting and configurations for the grant management application</li> </ul>	<p>Dynamics Solution, Visual Studio Code, xRMToolkit, HTML, CSS, JavaScript</p>
<p>State Bar of Texas's Advertising Review Management Portal (ARM)</p> <p>(Law / State Government)</p>	<p>CRM Online / Microsoft CRM Portal</p> <ul style="list-style-type: none"> <li>Designed and developed their ARM portal</li> <li>Assisted in the configuration of their CRM instance as well as the portal related settings, entity forms, lists, permissions, etc.</li> </ul>	<p>Dynamics 365, XRMToolkit</p>
<p>State Bar of Texas's Public Facing &amp; Internal Sites</p> <p>(Law / State Government)</p>	<p>Microsoft CRM 2015 / Adxstudio / Cold Fusion / .NET</p> <ul style="list-style-type: none"> <li>Developed and custom branded the client's public facing site at <a href="https://www.texasbar.com">https://www.texasbar.com</a></li> <li>Assisted in the configuration and customization of the client's Microsoft CRM 2015 instance including configuring workflows, Adxstudio web configurations, etc.</li> <li>Performed load/stress tests on the environment (CRM/SQL/WFE) based on expected traffic using Visual Studio Team Services (VSTS) Load Testing tools.</li> </ul>	<p>CRM 2015, Visual Studio, VSTS including Load Testing, Adxstudio, JavaScript, HTML, CSS, C#, Cold Fusion, Handlebars</p>
<p>Colorado Parks &amp; Wildlife's Public Facing Site</p>	<p>SharePoint 2013 on premise</p> <ul style="list-style-type: none"> <li>Developed a responsive design SharePoint branding solution for the Colorado Parks and Wildlife public facing site,</li> </ul>	<p>SharePoint 2013, Visual Studio, SharePoint Designer, Photoshop, JavaScript,</p>



(State Government)	<a href="http://cpw.state.co.us/">http://cpw.state.co.us/</a> . The implemented design works across mobile devices including smart phones, tablets as well as laptops and desktops. <ul style="list-style-type: none"> <li>• Built several custom SharePoint master pages and page layouts to support the responsive design.</li> <li>• Developed several customized web parts including a carousel as well as a responsive mega menu control used for the global navigation.</li> </ul>	XSLT, HTML, CSS, Bootstrap Responsive Framework
Colorado Housing and Finance Authority's Public Facing Site (Financial)	SharePoint 2013 on premise <ul style="list-style-type: none"> <li>• Developed a responsive design SharePoint branding solution for the client's public facing site, <a href="http://www.chfainfo.com/">http://www.chfainfo.com/</a>. The implemented design works across mobile devices including smart phones, tablets as well as laptops and desktops.</li> <li>• Built several custom SharePoint master pages and page layouts to support the responsive design as well as several customized web parts.</li> </ul>	SharePoint 2013, Visual Studio, SharePoint Designer, Photoshop, JavaScript, XSLT, HTML, CSS, Bootstrap Responsive Framework
JM Family Enterprises Intranet / Extranet sites (Automotive)	SharePoint 2010 <ul style="list-style-type: none"> <li>• Developed a custom branded interface for the company's intranet and extranet portals.</li> <li>• Developed multiple custom master pages, page layouts, custom chomes for web parts, controls, etc.</li> <li>• Developed custom XSLT and scripting for image rotators, content roll ups, newsletter style auto formatting for articles, etc.</li> </ul>	SharePoint 2010, Visual Studio, Photoshop, jQuery, XSLT, HTML, CSS, XSLT
Pharmerica's ViewMasterRx Client Services Site (Healthcare / Pharmacy)	Custom App Dev <ul style="list-style-type: none"> <li>• Developed the HTML/JavaScript templates for an MVC application, which the client's customers use to gain access to account information, manage orders, billing, returns and reports.</li> <li>• Developed widget component templates including an accordion side bar, content slides, data tables, etc.</li> <li>• Built based on responsive design principles</li> </ul>	ASP .NET, Photoshop, JavaScript, HTML, CSS

Fringe Benefits Group Application (Insurance)	Custom App Dev <ul style="list-style-type: none"> <li>Developed the HTML/JavaScript templates for an MVC application.</li> <li>Developed templates for several forms and other front-end UI components.</li> </ul>	Visual Studio, Photoshop, JavaScript, HTML, CSS
FirstMark Credit Union Intranet Site (Finance)	SharePoint 2013 <ul style="list-style-type: none"> <li>Developed the branding solution, which included custom master pages, layout, CSS, etc. based on the newspaper style visual design.</li> </ul>	SharePoint 2013, Visual Studio, SharePoint Designer, Photoshop, JavaScript, XSLT, HTML, CSS
JetBlue IT Support Portal (Airlines)	SharePoint 2010 <ul style="list-style-type: none"> <li>Developed a custom branded interface for the IT support portal with responsive features based on viewport size.</li> <li>Developed multiple custom navigation user interfaces as well as a news ticker and carousel web parts.</li> </ul>	SharePoint Designer, Photoshop, JavaScript, HTML, CSS, XSLT
Nobile Drilling Intranet Site (Energy)	SharePoint 2010 <ul style="list-style-type: none"> <li>Developed the branding solution for the company's intranet sites.</li> <li>Built several custom master pages and web part page templates for use with SharePoint Foundation.</li> <li>Developed custom event receivers and custom actions, list templates, and web parts as well as a mega menu.</li> </ul>	SharePoint 2010 Foundation, Visual Studio, SharePoint Designer, Photoshop, jQuery, HTML, CSS

## Education

- Brooklyn College 1990-1992 (Computer Science Major)
- Eastern District H.S., Brooklyn, NY

## Miguel Martinez

### Consultant

### Relevant Experience

Software Development experience with Microsoft Technologies, platforms, and systems. Building Dynamic CRM integrations with Azure, SQL and Marketo. Web application development with C#.NET, MVC and JavaScript.

### Expertise

Languages and Interfaces	.NET Framework, C#, JavaScript, HTML, ASP.NET, T-SQL, LINQ.
Web and Content Management Systems	Dynamics 365, Microsoft Portals, Peak Portals, Marketo.
Software Tools and Utilities	Visual Studio, VS Code, SSMS, Azure.
Applications	Scribe, Dell Boomi.
Tools & Resources	Fiddler.
Industries	IT, Sales, Marketing.

### Relevant Project Experience

Client/Project	Role/Responsibilities	Tools and Technologies
TxMLC	<b>Developer</b> <ul style="list-style-type: none"><li>Enhanced Dynamics 365 capability by building custom plugins and workflow helping the client with a more streamlined Lead Management solution.<ul style="list-style-type: none"><li>Custom Dashboard for data visibility.</li><li>Custom implementation of Task and Appointments activities to send customer reminders of due dates.</li></ul></li></ul>	Dynamics 365, HTML, JavaScript.
State of Nevada Charter Schools	<b>Developer</b> <ul style="list-style-type: none"><li>Grant Management solution using Dynamics 365 and Microsoft Portals.<ul style="list-style-type: none"><li>Built custom web portal to allow</li></ul></li></ul>	Dynamics 365, HTML, JavaScript, Microsoft Portals.

	<p>submissions of school grants.</p> <ul style="list-style-type: none"> <li>○ Implemented portal login security as well as page access restriction based on user roles.</li> </ul>	
LRCA	<p><b>Developer</b></p> <ul style="list-style-type: none"> <li>• Custom Plugins and Workflows to build automated system for monthly billing. <ul style="list-style-type: none"> <li>○ Build on the fly HTML email templates to send customer billing information.</li> </ul> </li> </ul>	Dynamics 36, HTML, JavaScript.
Catapult Systems Inc.	<p><b>Developer</b></p> <ul style="list-style-type: none"> <li>• Custom development work to expand Dynamics 365 capability and build a Case Management solution. <ul style="list-style-type: none"> <li>○ Deploy Peak Portal solution.</li> </ul> </li> </ul> <p>Worked with marketing and customer experience leads to enhance usability of product.</p>	Dynamics 365 on-prem, Peak Portal, SSMS, TSQL.
Azure Boot Camp Portal	<p><b>Developer</b></p> <ul style="list-style-type: none"> <li>• Responsible for building a web portal for users to manage their new hire orientation content. <ul style="list-style-type: none"> <li>○ Automating Azure VM creation.</li> <li>○ Integration with Survey Monkey.</li> <li>○ Worked with client to build Minimum Viable Product to meet tight deadlines.</li> </ul> </li> </ul>	Azure, MVC5, C#, JavaScript, T-SQL
Demand Center	<p><b>Developer</b></p> <ul style="list-style-type: none"> <li>• Created a Call Center system by extending Dynamics CRM functionality by building custom integration between Dynamics, Marketo and</li> </ul>	Dynamics 365, Azure, JavaScript, C#, CRM SDK, T-SQL

	<p>InsideSales using Azure services.</p> <ul style="list-style-type: none"> <li>○ Customizing Dynamics entities to streamline various business processes.</li> <li>○ Installed and configure Dynamics CRM Outlook Client.</li> <li>○ Extended Dynamics functionality by developing C# plugins.</li> <li>○ Custom Dynamics workflows to automate tasks.</li> <li>○ Improved scalability by routing records through Azure Priority Queues.</li> <li>○ Developed SQL scripts for reporting, backup, and data validation.</li> <li>○ Use JavaScript to integrate with InsideSales PowerDailer.</li> </ul>	
Marketo Integration	<p><b>Developer</b></p> <ul style="list-style-type: none"> <li>● Lead integration of On-Prem Dynamics 2011 with Marketo using Scribe. <ul style="list-style-type: none"> <li>○ Used Dynamics CRM SDK, WCF, XRM and LINQ to interact with data.</li> <li>○ Built ETL web service to migrate data from client database to Marketo cloud for Marketing Automation.</li> <li>○ Customized Sales module.</li> <li>○ Installed and configure Marketo's Dynamics 2011</li> </ul> </li> </ul>	Dynamics 2011, Marketo, Scribe

	<p>Sales Insight solution.</p> <ul style="list-style-type: none"> <li>○ Developed Duplicate detection rules to prevent Duplication in Cross entities.</li> <li>○ Worked closely with client to understand business needs, figuring out business rules and data mappings.</li> <li>○ Perform troubleshooting of client's issues and maintain documentation of all reported issues and fixes.</li> </ul>	
Customer Web Portal	<p><b>Developer</b></p> <ul style="list-style-type: none"> <li>• Worked with Microsoft Technologies to build customer portal. <ul style="list-style-type: none"> <li>○ Used SharePoint, C#, and JavaScript to create portal and client services.</li> <li>○ Rebuilt Java web services with C# and WCF.</li> <li>○ Create services to allow Ryder vendors to communicate with internal systems.</li> <li>○ Styled and Formatted SharePoint UI with CSS, HTML, and jQuery to make it more user friendly.</li> <li>○ Worked with QA teams for testing and bug fixing.</li> </ul> </li> </ul>	Java, C#, SharePoint, WCF, JavaScript

## Education and Certifications

- Bachelor of Science: Information Technology, Florida International University - Miami, FL

## Joe Spitler

### Senior Lead Consultant

#### Certifications

MCSE: Business Applications - Certified 2019

MCSA: Dynamics 365 - Certified 2019

#### Relevant Experience

Since 1988 have worked in database development, and administration. I have had strong emphasis on reports development. Beginning in the mid-nineties I was part of team to build an in-house CRM system that was Oracle based. This lead my interest in CRM systems in general. I have developed and maintained various CRM systems including Lotus Notes, On-Contact (a third-party SQL based system), Microsoft CRM 2011 and Salesforce. Since I joined the Catapult team, I have expanded my knowledge of Microsoft CRM systems to include CRM 2013 through Dynamics 365 on-premised and on-line. I've added PowerBI to my reports development skills.

I have worked on numerous data migrations over the years. They range from Oracle to SQL Server, Third party accounting systems to Dynamics GP, and Dynamics CRM to Salesforce.

#### Expertise

Languages and Interfaces	T-SQL, FetchXML
Web and Application Servers	Microsoft SQL Server 2000 - 2017, SQL Server Reporting Services, SQL Server Integration Services, SQL Server Analysis Services. Dynamics CRM.
Software Tools and Utilities	Visual Studio through 2017. SQL Server Data Tools. Microsoft Reports Builder. PowerBI. Team Foundation Server.
Operating Systems	Windows O/S through 2012.
Business Solutions	Microsoft BI: SSRS, SSIS, SQL Server, Microsoft Dynamics CRM, Microsoft Dynamics GP, Jovaco Project Suite, Epicor Accounting, 7.3, Star Projects (Time & Expense entry), Crystal Reports 8, 9, XI, 2008, OnContact CRM, Lotus Notes 7
Tools & Resources	Microsoft SQL Server Management Studio. All versions through 2017.
Industries	Financial Institutions. Consulting firms.

#### Relevant Project Experience

Client/Project	Responsibilities / Results	Tools and Technologies
Senior Lead Consultant SQL Server.	Performed installations, upgrades and wrote customized procedures for reports on various accounting and CRM systems.	SQL Server. SSIS, SSRS, SSAS

Client/Project	Responsibilities / Results	Tools and Technologies
SQL Server Performance Tuning	Analyze SQL Server for poorly running queries, index performance. Analysis for missing indices.	SSMS, Activity Monitor. SQL Profiler. Dynamic Management Views (DMV).
Dynamics CRM	Development of SSRS and FetchXML reports	Dynamics CRM, 2011 – O365. On-Prem (SSRS) and On-Line (FetchXML)
ETL Maintenance	Managed and enhancement of an SSIS ETL system designed to build a DW used for PowerBI Reporting	Visual Studio 2015. Team Foundation Server. PowerBI
CRM Migration. Migrated an in-house system to OnContact CRM	<ul style="list-style-type: none"> <li>Implemented the migration and test plan.</li> <li>Worked with sales and marketing to address all concerns and enhancements.</li> <li>Migrated accounts, contacts, opportunities and activities.</li> </ul>	SQL Server 2005 & 2008. T-SQL, Crystal Reports XI, Oracle 8i.
Accounting System Migration. Migrated Epicor Accounting to Microsoft Dynamics GP	Lead DBA: <ul style="list-style-type: none"> <li>Developed SQL scripts to migrate accounting history.</li> <li>Installed Dynamics GP server and set up all cost centers</li> <li>Developed custom ad-hoc queries and reports tailored to the organization's specific need.</li> </ul>	Epicor Accounting, Dynamics GP. SQL Server 2008, T-SQL, SSRS, SmartList Builder for Dynamics GP
CRM Database Designer. Developed an in-house CRM system with and Oracle data warehouse and a Lotus Notes client front end.	Database Administrator & Applications Developer <ul style="list-style-type: none"> <li>Designed LotusScript and PL/SQL procedures to keep an Oracle data warehouse in sync with a Lotus Notes database.</li> <li>Developed forms in both Oracle Forms and Lotus Notes for client to administer the CRM.</li> <li>Developed PL/SQL scripts and Oracle reports for the Sales and Marketing teams.</li> </ul>	Lotus Notes 7, LotusScript, Oracle 8i database, Oracle Forms and Reports.
Reports Developer for Accounting, Sales & Marketing.	Application Developer <ul style="list-style-type: none"> <li>Customized canned reports in accounting packages, Epicor and Dynamics GP</li> <li>Created new custom reports as spec'd by the company's CFO</li> <li>Developed custom marketing campaign as spec'd by the Marketing Director for highly specific market targeting.</li> </ul>	SSRS, Crystal Reports, T-SQL
Developed a Time & Expense system.	SQL Developer / Lotus Notes Designer <ul style="list-style-type: none"> <li>Developed forms in Lotus Notes for remote access.</li> </ul>	LotusScript. SQL Server 2005, T-SQL



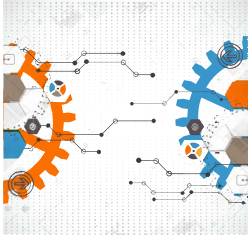
Client/Project	Responsibilities / Results	Tools and Technologies
	<ul style="list-style-type: none"><li>Developed LotusScript and SQL Server stored procedures to move data between Lotus Notes and a SQL Server based accounting database</li></ul>	

### Education and Certifications

- Exam 717: Microsoft Dynamics 365 for Sales
- Exam 716: Microsoft Dynamics 365 Customization and Configuration
- Exam 715: Microsoft Dynamics 365 customer engagement Online Deployment
- Exam 466: Implementing Data Models and Reports with Microsoft SQL Server

## Appendix B – Case Study

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# Breaking Down Barriers:

## Automating and Streamlining the Grants Management Process for State Government

### Implementation of a Grants Management System Enhances the Grants Process for Texas State Agency, Drastically Increasing Accuracy and Decreasing Overall Processing Time

Operating and managing a grant and funding resource program is challenging for any agency, and can become even more cumbersome as the agency size or number of grants increases. This Texas State Agency provides competitive grants supporting innovative information services, special needs programs, and literacy efforts across the entire state.

#### The Challenge

The Agency was struggling to manage this overwhelming financial responsibility with a dated, internally grown Grants Management System (GMS) full of manual procedures, limited navigation, bottlenecks, and redundancies. The Agency's employees found it impossible to meet high standards for soliciting, awarding, funding, and tracking grants processed through their system.

The Agency began seeking proposals to provide a turn-key grants management solution which would integrate with their accounting, payroll, and procurement systems. The system needed to meet not only technical requirements, but to help identify and manage the organizational changes that were required to become a more efficient organization.

Based on Catapult's successful customer experience, their expertise in Grants Management best practices, and deep technical knowledge of Microsoft CRM, the Agency selected Catapult to lead the implementation. Over a few months, a cutting-edge GMS system was launched in parallel with refined and optimized business processes.

#### How Catapult Delivered

Catapult delivered a customized, cloud-hosted Grants Management System (GMS) based on Microsoft CRM Online to replace the Agency's home-grown solution. The new solution improved constituent experiences, streamlined the grants process, as well as improved reporting and transparency required for public organizations. The service provides excellent security and infrastructure and reduces internal management time, freeing up resources previously spent supporting the application.

**Discovery:** Catapult's team of business analysts uncovered numerous time consuming touches and redundancies. The many spreadsheets and reports created manually (UDAs, user developed applications) made the grant making process cumbersome and difficult to maneuver. Instead of providing a solution to match inefficient business procedures, the Agency capitalized on Catapult's process engineering expertise and the capabilities of the CRM solution to create a more efficient process.

**Agile Adjustment:** The team identified a future process for the GMS that aligned with the Agency's

regulatory requirements and eliminated the user developed applications (UDA). Catapult worked with both the technology and business professionals in parallel, to align their technology needs with their goals. The ideas exchanged during the meetings were systematically captured in the development of the CRM configuration.

**Dynamic Refinement:** The resulting new Grants Management process aligned perfectly with the solution, ultimately driving efficiency. It provided tailored interfaces for the back office administration, as well as creating a simple web interface for grantees and grant review panel members. Examining each step of their process with the Catapult team generated a faster, streamlined implementation and solution.

## Immediate Benefits

- **Auditable, Traceable, and Compliant:** Agency process can now undergo and pass an audit by the governing agencies (State, Federal and internal). The system is in compliance and all audit requirements are traceable.
- **Trackable:** Agency employees and constituents can both follow the grants application process with easy-to-use interfaces.
- **Accurate Real-Time Reporting:** Eliminates errors and reduces labor by providing direct outputs to reporting agencies.
- **Transparency:** Entire grants application process and effectiveness is now visible to all parties.
- **Visibility:** Agency staff has more awareness and understanding of grant applicant demographics, as well as constituents' obstacles and impediments, during the entire process.
- **Integrated User Developed Applications:** Manual touches were greatly reduced by integrating 50 UDAs into the new system. The Contract Reports, Request for Funds, and Financial Status Reports were all previously done

“The CRM is working incredibly well for our internal grant reviews. I was able to get eight completed today, which is more than I've been able to do in the past. I was also able to check the federal award management system, update the expiration date, and see that update in the grant, in a matter of minutes. That is a HUGE improvement, just by itself. I almost shed of a tear of joy.”  
*-Texas State Agency Grant Administrator*

manually. During implementation, they were automated and integrated into the solution along with many other UDAs.

- **Effective communication:** Agency's sub-agencies will interact more efficiently.
- **Reduced processing time:** Provides administrators with time to visit, interview, and follow grant recipients, giving them more insight to help constituents and enhance the grants process.

## Results

This Agency's mission and philosophy is to provide all people barrier-free access to information, enhancing their personal, educational, and professional needs. Prior to implementation, bottlenecks and time consuming manual processes limited their team's effectiveness. Catapult's Microsoft CRM GMS solution has freed their staff to the needs of their constituents with accurate, up-to-date information, enhanced communication, and rapid processing, leading to more informed, productive citizens.



How can we help you?

1-800-528-6248 [info@CatapultSystems.com](mailto:info@CatapultSystems.com)

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## Addendum to RFP Response

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Per TSLAC request, Catapult is providing the following information to update the desired scope related to the Portal re-platform effort from Peak Portals to the Power Platform Portal.

### Updates to Scope

The scope changes requested are limited to item 4. Primarily the changes are focused on removing the effort to brand the Portal to match the TSLAC branding, as well as replacing the scope item to create the copy for the web pages to be a TSLAC responsibility with Catapult providing training for that task. This resulted in a 50% reduction in effort for that deliverable. The branding effort can be done as a follow-on engagement or through ongoing support if necessary.

The new approach in relation to the branding effort is to leverage out of the box branding with minor customizations to match basic color, logo, and font changes as well as minor updates to templates to accommodate form needs. The largest remaining effort in the branding is the necessary JavaScript updates to ensure that forms function as required.

The scope and activities intended to accomplish this are:

1. Validate use cases for existing portal and update use case document
  - a. Execute up to 2 (two) two-hour workshops with TSLAC SME's.
2. Configure development and production Dynamics Portals
3. Update Dynamics configurations and entities to support Dynamics Portal instead of Peak Portals
  - a. Configure up to 18 entity form records for portal, to leverage existing forms and processes. Processes are:
    - i. Application process (competitive and non-competitive programs)
    - ii. Budget and program change requests
    - iii. Requests for funds
    - iv. Reporting (Performance reports, pre-award assessments, final report)
    - v. External grant review
    - vi. Document printing
    - vii. Document submission and uploads
    - viii. Program information section
  - b. Configure up to 4 Entity Lists for Dynamics portal, filtering for contact and organization
  - c. Configure up to 18 entity permission records and configure to match existing Peak Portal permissions settings
  - d. Configure functionality to share/upload documents with authenticated users

- e. Create web pages for Dynamics Portals
  - i. Create up to 18 web page records in Dynamics Portal
  - ii. Create up to 9 web roles to support permissions, expected permissions to include
    - 1. Create/Update/No submit grant
    - 2. Create/Update/Submit grant
    - 3. Submit Reports
    - 4. Create/Update/No submit requests for funds
    - 5. Create/Update/Submit requests for funds
    - 6. View only Requests for funds
    - 7. View only All submissions
  - iii. Update up to 9 existing workflows to set web role for Contacts/Portal Users
- f. Update registration process for new users
- g. Configure functionality to force mass-password reset for existing Peak Portal users
  - i. Required due to lack of secure process to migrate Peak passwords to Dynamics Portal passwords
- h. Execute 1 one-hour demo of Dynamics configurations changes prior to UAT
- 4. Leverage out of the box branding functionality for the Portal. Update the following items:
  - a. Configure header and footer templates and add global navigation elements/links and TSLAC logo
  - b. Customize home page template to support needed copy and elements
  - c. Customize “page” template to support forms
  - d. Provide up to 4 hours of training to teach TSLAC Grants SME to update copy/page content for pages.
  - e. Develop/customize JavaScript to support necessary changes to DOM references for Dynamics Portal for form functionality
  - f. Execute 1 one-hour demo of Dynamics configurations changes prior to UAT
- 5. Create as-built documentation and User guide documenting major processes for Portal Users
  - a. Review via 1 two-hour knowledge transfer meeting with TSLAC technical SMEs
- 6. Execute User Acceptance Testing
  - a. Create/update test scripts for Portal use cases
  - b. Lead up to 3 User Acceptance testing test cycles
- 7. Push changes and solution to production

## Pricing Updates

<b>Deliverable No.</b>	<b>Deliverable Description</b>	<b>SOW Reference Paragraph</b>	<b>Deliverable Price</b>
1.	Project Plan/Schedule	3.2.1	\$4,991.88
2.	Validated and agreed to Use Cases		\$9,983.75
3.	Portal Forms and Processes – Code Complete and Demo	3.1.1.3	\$29,951.25
4.	Branding – Code Complete and Demo	3.1.1.1	\$12,428.74
5.	Complete UAT - Test environment of GMS Portal for UAT	3.2.2	\$9,983.75
6.	Provide final approved production environment of GMS Portal	3.2.3	\$9,983.75
7.	Provide knowledge transfer, IT Technical Documentation and user guide	3.2.4	\$4,991.88
<b>TOTAL</b>			<b>\$ 82,315.00</b>

## Assumptions

Catapult's assumptions and estimates are based off the below understanding of the Peak Portal environment:

- Peak Portal environment consists of 18 existing web pages
- Peak Portal environment consists of 18 existing forms
- Existing use cases will remain the same as current Portal environment
- No clean-up of Contacts/Portal Users beyond password resets
- No data migration required
- TSLAC environment is appropriately licensed with Power Apps Portal licenses
- All existing workflows and processes of the current GMS Portal will be maintained
- The portal must comply with state and federal accessibility standards. TSLAC is required to follow Texas Administrative Code, Title 1, Part 10, Chapter 206, Accessibility and Usability of State Web Sites, Texas Administrative Code, Title 1, Part 10, Chapter 213, and the Federal Section 508, Accessibility Standards.
- Current user security roles will be supported in the Power Apps portal. Existing user accounts available in Dynamics 365 will be used for access to the Power Apps portal.
- TSLAC will provide Vendor assigned to this contract with appropriate level of access to the supported environments

- TSLAC will provide style guide
- Prerequisite requirements (security clearances, background checks, systems access, awareness training, etc.) have been communicated to Catapult prior to the project kickoff meeting
- Information provided in Client documents and statements used to develop this Statement of Work is assumed to be an accurate representation of the respective subject matter
- Client will provide Catapult consultants with necessary permissions and credentials for accessing the relevant Client systems prior to the project kickoff meeting
- Catapult resources will be engaged on a full-time basis or per the agreed upon project schedule, and work will be completed on consecutive business working days for the duration of this engagement unless otherwise agreed
- Client key stakeholders will be readily accessible for key decision making throughout the course of the engagement
- The Catapult team may perform portions of the work either at the Client site or remotely depending on the nature of each task
- Hardware and software costs that may be required to complete this engagement are not included in this Statement of Work
- Some work items may be more accurately defined during the engagement. Should we encounter a deviation from the total estimated schedule or effort, a change order will be presented for approval prior to commencement of the associated work
- Client understands the success of this project is dependent upon the participation of Client staff and third-party vendors (if required)
- Client will assume responsibility for management of all vendors not managed by Catapult
- Client will provide details of all relevant policies and standards which may have a bearing on the design, testing or implementation of any new technology
- Upon schedule acceptance, delays due to Client resulting in Catapult resources not being utilized as agreed upon may be invoiced as if resources were utilized in a full-time capacity, unless an otherwise mutual agreement is reached between Catapult and Client

## Updated Deliverable Schedule

### Key Activities and Milestones

The below table represents the deliverables and estimated due date for this engagement. While Catapult understands the urgency in completing this effort as soon as possible due to the depreciation of the Peak Portals environment, the current anticipated duration is 8 weeks to reach production. Holiday schedules may impact this project timeline as well.

Catapult recommends that TSLAC extend their Peak Portal hosting into January 2020 to support the anticipated schedule.

Deliverable No.	Deliverable Description	SOW Reference Paragraph	Estimated Due Date
1	Project Plan/Schedule	3.2.1	Week 1



<b>Deliverable No.</b>	<b>Deliverable Description</b>	<b>SOW Reference Paragraph</b>	<b>Estimated Due Date</b>
2	Validated and agreed to Use Cases		Week 1-2
3	Portal Forms and Processes – Code Complete and Demo	3.1.1.3	Week 5
4	Branding – Code Complete and Demo	3.1.1.1	Week 7
5	Complete UAT - Test environment of GMS Portal for UAT	3.2.2	Week 7
6	Provide final approved production environment of GMS Portal	3.2.3	Week 8
7	Provide knowledge transfer, IT Technical Documentation and User Guide	3.2.4	Week 8

Deliverable No.	Deliverable Description	SOW Reference Paragraph	Estimated Due Date
	Portal		
4	Provide knowledge transfer and IT Technical Documentation	3.2.4	12/30/2020

- 3.3.1 Deliverables must be provided on the dates specified. Any changes to the delivery date must have prior written approval by the TSLAC Contract Coordinator or designee.
- 3.3.2 All deliverables must be submitted in a format approved by TSLAC's Contract Coordinator and TSLAC Project Manager.
- 3.3.3 If the deliverable cannot be provided within the scheduled timeframe, the Vendor is required to contact the TSLAC Project Manager in writing with a reason for the delay and the proposed revised schedule. The request for revised schedule must include the impact on related tasks and the overall project.
- 3.3.4 A request for a revised schedule must be reviewed and approved by the TSLAC Project Manager before placed into effect. Contract terms and conditions may dictate remedies, costs, and other actions based on the facts related to the request for a revised schedule.
- 3.3.5 The TSLAC Project Manager will complete a review of each submitted deliverable within 5 working days of the date of receipt.

A kickoff meeting will be held at a location and time selected by TSLAC where the Vendor and its staff will be introduced to the TSLAC Project Team. The meeting may also be held virtually.

### 3.4 Project risks, assumptions, and constraints

The overall scope and related work estimates for this engagement were developed based on the following assumptions. Material changes to these assumptions may impact the estimated effort, schedule, and fees associated with completing the work.

- 3.4.1 All existing workflows and processes of the current GMS Portal will be maintained. Minor alterations in functionality may be allowed but must be approved in writing by the TSLAC Grants Management Team.
- 3.4.2 The portal must comply with state and federal accessibility standards. TSLAC is required to follow Texas Administrative Code, Title 1, Part 10, Chapter 206, Accessibility and Usability of State Web Sites, Texas Administrative Code, Title 1, Part 10, Chapter 213, and the Federal Section 508, Accessibility Standards.
- 3.4.3 Current user security roles will be supported in the Power Apps portal. Existing user accounts available in Dynamics 365 will be used for access to the Power Apps portal.
- 3.4.4 TSLAC is responsible for maintaining network connectivity to the internet, such as load balancers, firewalls, routers, and switches, to ensure access to the system.
- 3.4.5 TSLAC will provide Vendor assigned to this contract with appropriate level of access to the supported environments.
- 3.4.6 Vendor may perform portions of the work either on site or off site, depending on the nature of each task.
- 3.4.7 Vendor is responsible for informing TSLAC of any updates to the portal or licenses needed to maintain and support the application.
- 3.4.8 Vendor will use industry security best practices for the design and implementation of the Microsoft Power Apps portal.
- 3.4.9 This SOW includes services only. Hardware and software purchases are not included in this SOW but Vendor should inform TSLAC of hardware or software needed to complete this project.
- 3.4.10 Vendor must regularly consult with TSLAC Project Team concerning who will be available throughout the project for design review and user acceptance testing (UAT).

### 3.5 Roles and Responsibilities

#### Vendor Responsibilities

- 3.5.1 *The Vendor must regularly consult with designated TSLAC Project Team with who will be available throughout the project (i.e., design review, user acceptance testing, etc.).*
- 3.5.2 *The names and roles of each employee or subcontractor assigned to the project will be provided by Vendor to the TSLAC Project Manager and the TSLAC Purchasing Department. The list should be provided no later than five (5) business days after the contract has been executed. Vendor must notify TSLAC within twenty-hour (24) hours when any employee or subcontractor with access to the GMS application or any supported environments resigns or is terminated. Any other updates to the team should be reported to TSLAC no later than three (3) business days after assignment.*

#### TSLAC Responsibilities

- 3.5.3 *TSLAC will assign a Project Manager to manage the resulting contract of this solicitation. The TSLAC Project Manager may assign other TSLAC Project Team members to assist with monitoring the contract.*
- 3.5.4 *TSLAC Project Manager will coordinate client resources and staff schedules.*
- 3.5.5 *TSLAC will provide active directory synchronization and authentication needed for the Dynamics 365 tenant (DirSync and/or Active Directory Federation Services with Azure Active Directory).*
- 3.5.6 *Provide VPN (as needed) and appropriate level of access to the support environments.*
- 3.5.7 *Provide access to all necessary TSLAC resources (subject matter experts, documentation, systems, etc.) for the duration of the SOW.*
- 3.5.8 *Provide access to key stakeholders for key decision making throughout the course of the project.*
- 3.5.9 *Be responsible for maintaining the user accounts and groups needed for the application.*

### 3.6 Acceptance Criteria

Upon migration into the new portal, the GMS Portal must:

- 3.6.1 *Allow appropriate access to the portal based on user accounts stored in Dynamics 365 using configured security roles to match the current GMS Portal.*
- 3.6.2 *Allow agency to publish program information and guidelines.*
- 3.6.3 *Allow submission of information and documents by grant applicants and awardees in response to agency programs, requests, and requirements.*
- 3.6.4 *Allow program reviewers to review, score, and recommend program submissions.*

### 3.7 Quality Management

Vendor will monitor and address quality issues by:

- 3.7.1 *Gathering TSLAC feedback throughout the migration.*
- 3.7.2 *Providing an escalation path for resolution of performance issues.*
- 3.7.3 *Modifying processes, as needed or requested, to improve quality.*
- 3.7.4 *Reporting to TSLAC any potential issues that might affect deliverables, completion dates, degrade performance or cause service issues.*
- 3.7.5 *Providing a plan to test portal functionality for TSLAC use as needed during migration and final UAT.*
- 3.7.6 *Providing a method for TSLAC to submit tickets clarifying requirements and identifying issues discovered during testing or deployment. Method will allow specific ticket status to be tracked and marked when resolved.*
- 3.7.7 *Submitting weekly status reports for TSLAC review. See Section 4 for additional information about required reports.*

## 4 Reports and Meetings

### 4.1 Reports

The Vendor is required to provide TSLAC Project Manager with the following:

- 4.1.1 *Weekly written progress reports. These reports are due to the TSLAC Project Manager by close of business on a date to be determined each week throughout the life of the project.*
- 4.1.2 *The progress reports shall cover all work performed and completed during the week for which the progress report is provided and shall present the work to be performed during the subsequent week.*
- 4.1.3 *The progress report shall track any problems encountered or still outstanding with an explanation of the cause and resolution of the problem or how the problem will be resolved, including budget information.*
- 4.1.4 *A method for TSLAC to respond to progress reports for purposes of clarification and problem resolution.*

### 4.2 Meetings

- 4.2.1 *The Vendor is responsible for conducting weekly status meetings with the TSLAC Project Manager and/or Project Team. The meetings will be held on a date to be determined each week. The meeting will be scheduled at a time and place so designated by the TSLAC Project Manager, unless revised with the approval of the TSLAC Project Manager. The meetings may be conducted in person, over the phone, or via web conference at the discretion of the TSLAC Project Manager.*
- 4.2.2 *Meetings may be adjusted as mutually agreed by TSLAC Project Manager and Vendor to accommodate holidays and other circumstances that may arise.*

## 5 Service Level Agreement (SLA)

All work proposed and performed during this project must comply with the following:

### 5.1 Communications

- 5.1.1 *Vendor will be available for consultation between the business hours of 9 a.m. – 5 p.m. Central time, Monday through Friday.*
- 5.1.2 *Vendor will respond to all TSLAC requests for information using the response times listed in the table below.*

Urgency Level	Definition	Response Time
Critical	<ul style="list-style-type: none"><li>Immediate turnaround is required</li><li>Issues that have a significant financial impact</li><li>Impedes ability to conduct business</li></ul>	1 hour
High	<ul style="list-style-type: none"><li>Quick turnaround is required</li><li>Issue has medium to high financial or business impact</li></ul>	2 hours
Medium	<ul style="list-style-type: none"><li>Problem affects more than one user</li><li>Reasonable turnaround time is acceptable</li><li>Issue has little financial or business impact</li><li>Workaround is available</li></ul>	4 hours
Low	<ul style="list-style-type: none"><li>Impact is limited to one user</li><li>Issue has no financial or business impact</li></ul>	8 hours

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## 6 Agency/Vendor Furnished Equipment and Workspace

- *Vendor shall provide all labor, materials, and equipment necessary to meet the requirements of the specified services throughout the term of the SOW.*
- *Vendor shall notify TSLAC in a timely manner of any licenses, software, or application updates required to complete this project or for the administration of the project. TSLAC will be responsible for the purchase of the license, software, or other application.*
- *Vendor shall be responsible for providing the conference phone line or online meeting platform for meetings conducted over the phone or online.*
- *TSLAC will provide the meeting space for any scheduled in person meetings for this project.*

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## 7 Contract Monitoring and Change Requests

### 7.1 Contract Monitoring

TSLAC will maintain an on-going review and status of the Vendor's progress toward completion of deliverables and will certify whether the Vendor's invoices are reasonably comparable with the work completed. Payment(s) will not be made until all work has been reviewed and accepted by TSLAC.

Administration of the contract is a joint responsibility of the TSLAC Grants Management Team and the TSLAC Purchasing Team. The TSLAC Purchasing Team is responsible for administering the contractual business relationship with the Vendor. Upon issuance of the contract, TSLAC will designate an individual who will serve as the Project Manager and point of contact between the agency and the Vendor. The Project Manager does not have any express or implied authority to vary the term of the contract, amend the contract in any way, or waive strict performance of the terms and conditions of the contract. This individual's project management and contract administration responsibilities include, but are not limited to:

- 7.1.1 *Monitoring the Vendor's progress and performance and ensuring services conform to established specification requirements.*
- 7.1.2 *Managing the financial aspects of the contract, including approval of payments.*
- 7.1.3 *Meeting with the Vendor to schedule service.*
- 7.1.4 *Reviewing progress, discuss problems, and consider necessary action as needed throughout the term of the contract.*
- 7.1.5 *Identifying a breach of contract by assessing the difference between contract performance and non-performance.*
- 7.1.6 *Submitting the Vendor Performance Report for contracts with an overall value of \$25,000 or more to the CPA's Vendor Performance Tracking System (VPTS). <http://www.txsmartbuy.com/vpts>*
- 7.1.7 *Other areas as identified in the State of Texas Procurement and Contract Management Guide, current edition.*

### 7.2 Contract Change Request Process

Either Vendor or TSLAC Project Manager may initiate a Contract Change Request when some change or event has occurred that may impact the scope of the engagement. Vendor will prepare formal documentation that includes description of the change with impact to budget. This documentation will be provided to both the TSLAC Project Manager and the TSLAC Purchasing Department. TSLAC can choose to approve or deny the change request. Vendor will not proceed with work related to the change request until the TSLAC Purchasing Department has issued formal approval in writing.

Some examples of events that can cause a Change Request include the following:

- 7.2.1 *Change in technical specifications – TSLAC discovers the need to include new functionality or capabilities not identified in the initial scope but necessary for the overall goal of the project.*
- 7.2.2 *Change in approach – Material changes in the work approach due to circumstances outside the control of the Vendor’s project team (some examples include: TSLAC team members not available as planned, delays in TSLAC tasks or responsibilities, equipment, software, or licenses not available as planned).*

The TSLAC Purchasing Team will provide a written amendment of the approved Contract Change Request for execution.

## 8 Period of Performance

### 8.1 Initial Contract Term

This agreement for deliverables-based services will begin upon execution and end on December 30, 2020.

Please note that the agency will be closed during the holidays. Dates are as follows: November 11, 2020, November 26-27, 2020, December 24-26, 2020, and December 31, 2020. TSLAC will notify Vendor if other dates are scheduled for closure.

### 8.2 Contract Extensions

TSLAC may, with the written consent of the awarded Vendor, extend the contract for a period of time as may be necessary to permit TSLAC continued supply of the identified services (not to exceed twelve months extension period). Any extensions shall be at the same terms and conditions, plus any approved changes.

## 9 Invoice and Payment

The following procedures apply to invoices and payment. Payments will be processed per the Texas Prompt Payment Act and will exclude sales tax. More information is provided on the Invoicing Instructions of the associated Purchase Order.

### 9.1 Vendor will submit invoices to:

Texas State Library and Archives Commission  
Attn: Accounts Payable  
PO Box 12516  
Austin, Texas 78711  
or email: [invoices.accounting@tsl.texas.gov](mailto:invoices.accounting@tsl.texas.gov).

### 9.2 Invoice must include:

- 9.2.1 *Name of Vendor, Texas Identification Number, and correct “Remit to” address*
- 9.2.2 *Name of State Agency*
- 9.2.3 *Contract/Purchase Order Number*
- 9.2.4 *Description of deliverable and service period*
- 9.2.5 *Quantity, Unit Price; All prices should be extended on the invoice*
- 9.2.6 *Total price*
- 9.2.7 *Attach supporting documentation, if required*

### 9.3 *Payment Schedule*

The Vendor will be paid for deliverables completed throughout the term of the agreement.

## 10 Terms & Conditions

TSLAC and Vendor will abide by the terms and conditions set forth in the DIR contract. In addition, LSTA terms and conditions may be attached to the SOW and/or Purchase Order associated with this SOW and cannot be changed.

In the event of conflicts or inconsistencies between this Contract and its exhibits or attachments, such conflicts or inconsistencies shall be resolved by reference to the following order of priority: Signed TSLAC Agreement, DIR Contract Terms and Conditions, TSLAC Terms and Conditions, and Vendor's Response.

TSLAC General Terms & Conditions:

[https://www.tsl.texas.gov/sites/default/files/public/tslac/admin/tandc/General%20Terms%20and%20Conditions\\_2020.pdf](https://www.tsl.texas.gov/sites/default/files/public/tslac/admin/tandc/General%20Terms%20and%20Conditions_2020.pdf)

LSTA Terms and Conditions:

[https://www.tsl.texas.gov/sites/default/files/public/tslac/admin/tandc/LSTA%20Contract%20Terms%20and%20Conditions\\_Final%202020-06.pdf](https://www.tsl.texas.gov/sites/default/files/public/tslac/admin/tandc/LSTA%20Contract%20Terms%20and%20Conditions_Final%202020-06.pdf)

## 11 Vendor Response

TSLAC will select the Respondent (Vendor) that offers the best value as determined by the information provided in the Vendor's Response. The following information shall be provided in the Vendor's Response:

### 11.1 *Staff Capabilities*

Respondent staff capabilities specific to this SOW:

*11.1.1 Organizational chart*

*11.1.2 Management Team resumes*

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

### 11.2 *Service Capabilities*

Respondent shall provide evidence of its service capabilities, including but not limited to:

*11.2.1 Description of three (3) projects of similar size and scope that Respondent has conducted within the past five (5) years;*

*11.2.2 Description of experience providing similar deliverables in public sector, specifically state and local government;*

*11.2.3 An outline of its capability to deliver the required services, including process, functional and technical expertise;*

*11.2.4 Types of information anticipated to be provided as part of each deliverable.*

### 11.3 *Subcontractors*

Subcontractors providing services under an awarded Contract shall meet the same requirements and level of experience as required of the Vendor. No subcontract under the Contract shall relieve the Vendor of responsibilities for ensuring the requested services are provided. Vendors planning to subcontract all or a portion of the work to be



performed must identify the proposed subcontractors.

If subcontractors will be used during the implementation of the project, the Vendor shall provide documentation that the subcontractor meets the same mandatory qualifications listed in this solicitation.

A subcontractor is defined as a person who contracts with a vendor to work, supply commodities, or contribute toward completing work for a governmental entity as defined in Texas Government Code 2251.001.

These subcontractors must be included on the approved HUB Subcontracting Plan (HSP) of the associated DIR contract. If they are not listed, the HSP must be updated and approved with the DIR before the subcontractor provides any services for this project.

#### **11.4 Technical Proposal**

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

*11.4.1 A description of key activities and milestones.*

*11.4.2 A detailed description of the Respondent's approach to analyze, assess, validate, document, and complete each deliverable.*

*11.4.3 A description of the resources necessary from TSLAC to support the process, including estimates of time needed from TSLAC's subject matter experts and high-level analysis of data gathering requirements.*

*11.4.4 Any assumptions and dependencies of the project.*

#### **11.5 Additional Considerations**

*11.5.1 Respondent shall indicate their agreement to comply with the confidentiality and non-disclosure requirements statement in this SOW.*

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

*11.5.3 All items of the technical proposal shall be done in accordance with the Service Level Agreement in Section 5 of this SOW and any other SLA specified in Vendor's Response.*

*11.5.4 TSLAC may request oral presentations from eligible Respondents.*

#### **11.6 Pricing**

The primary purpose of this section is to detail the pricing for the deliverables-based services. Respondent should also provide a summary of any assumptions or exclusions. The Respondent must provide a separate cost for each deliverable in [Appendix D](#) of the SOW. Respondent shall provide firm fixed pricing.

## **12 Schedule of Events and Response Guidelines**

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### **12.1 Schedule of Events**

TSLAC intends to proceed according to the following schedule. These dates represent a tentative schedule of events with this SOW solicitation. TSLAC reserves the right to change the dates in the Schedule of Events upon written notification to prospective Respondents.



Event	Date/Time
Solicitation Distribution Date:	October 30, 2020
Vendor Questions Due:	November 5, 2020; 5:00 PM CT
Answers Distribution Deadline:	November 6, 2020
Response Due Date:	November 10, 2020; 2:00 PM CT
Expected Contract Award Date:	November 2020

All times refer to Central Standard Time.

## 12.2 Questions and Answers

**12.2.1 Clarifications:** All questions or requests for clarification of this solicitation must be submitted in writing to the email of the TSLAC Purchasing Contact, listed in Section 12.3. The Subject Line of the email must include "Questions about Solicitation # 306-21-0076. Questions should be submitted in the following format:

- Reference the Section number, Subsection number, and page number on the solicitation.
- Question

**12.2.2 Deadline:** Questions shall be submitted no later than the date and time listed in Section 12.1 above. The TSLAC will respond to questions received no later than the date and time specified above.

**12.2.3 Acknowledgement:** Vendor acknowledges that the applicable inquiry and official answer may be shared with other Vendors and therefore Vendors will not include any confidential or proprietary information in such inquiries. The TSLAC will not identify the Vendor that submitted any particular inquiry.

## 12.3 Point of Contact

**12.3.1 Contact:** All requests, questions, and other communications about this solicitation shall be made in writing to TSLAC's Purchasing Department, addressed to the following assigned Purchasing Team Member:

**Pam Rodriguez, Contract Coordinator**  
Texas State Library and Archives Commission  
Attn: Purchasing Department, Room #309  
1201 Brazos Street  
Austin, TX 78701  
Email: [prodriguez@tsl.texas.gov](mailto:prodriguez@tsl.texas.gov)  
Phone: 512/936-2774

**12.3.2 Prohibited Communications:** Upon posting of this solicitation, TSLAC, its representative(s), or partners will not answer questions or otherwise discuss the contents of this solicitation with any potential Respondents or their representative(s), except for the written inquiries described in Section 12.2. Attempts to ask questions by phone or in person will not be allowed or recognized as valid. **Failure to observe this restriction may result in disqualification of any subsequent response to this solicitation.** Respondent may rely only on written statements issued through or by TSLAC's Purchasing Team. This restriction does not preclude discussions between affected parties for the purposes of conducting business unrelated to this solicitation.

## 12.4 Response Submission Requirements

Below is a summary of required and requested information for the Response. Responses submitted without this information will be evaluated accordingly. TSLAC reserves the right, in its sole judgement and discretion, to waive minor technicalities and errors in the best interests of the State.

**12.4.1 General Response Format:**

- 12.4.1.1 Respondent shall submit one (1) signed and complete digital Response in PDF with sections appropriately bookmarked or indexed. The file name format should be “[Vendor/Company Name], PROPOSAL TO SOLICITATION # 306-21-0076”. Other file formats may also be required if specified within this solicitation. The maximum file size that TSLAC can receive via e-mail is 150mb.
- 12.4.1.2 Response should be formatted or organized using the Response Checklist provided in Appendix A of this solicitation. Respondents should complete the checklist and place in the front of the Original Response.

**12.4.2 Required Response Content:**

Respondent **MUST** include the following documents and information in their Response submission. **Failure to submit the listed documents in the Response will result in disqualification.**

- 12.4.2.1 Response Checklist – Include initialed Appendix A; Response must address all criteria listed in Response Checklist. Checklist is provided to ensure that Response is organized or formatted according to the tab number specified on this checklist; Additional information may be provided in the appropriate tab or in the Vendor’s Additional Information tab.
- 12.4.2.2 Solicitation Coversheet – Include completed, signed, and dated Appendix B. Respondents must enter their Texas Identification Number (TINS), full company name and address, DUNS and SAM Expiration information.
- 12.4.2.3 Confidential Information Form – Include completed Appendix F if the Response contains confidential information as specified in Section III, Subsection 6 of this solicitation. If confidential information is not included within the Response, the form must be submitted and marked “N/A” or left blank.
- 12.4.2.4 Respondent Qualifications and Experience – Include a copy of the Company Profile (Appendix C) and list of the Key Personnel for this project with their resumes that will indicate their qualifications and experience in similar projects. Include this information in the specified tab of the Response Checklist (Appendix A).
- 12.4.2.5 Deliverables and Cost Worksheet – Include a completed Appendix D or reasonable facsimile; All costs to complete the requested services must be outlined and provided.
- 12.4.2.6 Technical Proposal – Respondent shall provide a technical proposal, which includes a work plan and proposed project schedule. Refer to Appendix E for required content in the technical proposal.
- 12.4.2.7 Subcontracting – Include a list of any subcontractors that will be used for this project. Subcontractors must be based on the approved HSP posted on the DIR contract. Refer to Appendix E for more information.

**12.4.3 Additional Response Content:**

Respondent must include the following additional documentation in their Response submission or within one (1) business day of TSLAC request. Failure to submit this additional documentation by TSLAC designated deadline may result in disqualification.

- 12.4.3.1 References – Include a list of references on Appendix C or reasonable facsimile.
- 12.4.3.2 TSLAC Addenda, if applicable – Include signed addenda generated as part of the solicitation; addenda, if any, will be posted on the ESBD, the signed and dated addenda provides acknowledgement of receipt.

**12.4.4 Response Requirements:**

- 12.4.4.1 Respondent’s documentation provided with Response must be complete and comprehensive. TSLAC will not be responsible for locating or securing information not included in the submitted Response. Failure to furnish required documentation with the Response may result as non-

- responsive or incomplete.*
- 12.4.4.2 TSLAC will not be responsible for any expenses related to Responses or Respondent's development of documentation that may result from this procurement. Respondents are responsible for all costs associated with preparing a response to this solicitation.
- 12.4.4.3 All Responses must be received and time stamped by the date and time specified in Section 12.1. The date and time stamp will be determined by the delivery method specified in Section 12.4.5. TSLAC will disqualify all Responses received past the date and time specified in Section 12.1. TSLAC is not responsible for lost or late Responses.
- 12.4.4.4 Late, illegible, incomplete, and otherwise non-responsive Responses will not be considered.
- 12.4.4.5 TSLAC reserves the right to reject any and/or all Responses received, and to cancel this solicitation in part or in its entirety. This solicitation in no way obligates TSLAC to award a contract.
- 12.4.4.6 Responses cannot be altered or amended after the solicitation deadline or due date.
- 12.4.4.7 When Responses are opened, only the names of the Respondents who submitted proposals will be read. Prices and terms will not be divulged until after contract award.
- 12.4.4.8 All submitted Responses become the property of TSLAC after the solicitation deadline/due date. Awarded Responses may be posted with a copy of the contract on the TSLAC website. Responses submitted shall constitute an offer for a period of ninety (90) days or until selection is made by TSLAC, whichever is earlier.
- 12.4.4.9 Respondent must have an active SAM registration and be permitted to do business with the Federal Government in order to be considered for this procurement opportunity.
- 12.4.4.10 Respondents must comply with all rules, regulations, and statutes relating to Purchasing in the State of Texas, in addition to the other requirements of this solicitation.
- 12.4.4.11 Any terms or conditions attached to the Response will not be considered unless specifically requested within the solicitation. Submission of unsolicited terms and conditions may result in disqualification of Response.
- 12.4.4.12 ALL RESPONSES MUST BE SIGNED AND DATED BY A PERSON AUTHORIZED TO BIND THE COMPANY IN A CONTRACT. FAILURE TO SIGN AND DATE THE SOLICITATION COVERSHEET WILL RESULT IN DISQUALIFICATION OF A SUBMITTED RESPONSE.
- 12.4.5 Delivery Methods and Formats
- 12.4.5.1 Responses should be submitted to TSLAC Purchasing Department by the designed date and time specified in Section 12.1 using one of the following methods:

Delivery Method	Response Format	Additional Instructions
E-Mail	PDF	<a href="mailto:Purchasing@tsl.texas.gov">Purchasing@tsl.texas.gov</a>  E-Mail Subject Line must include "Response to Solicitation # 306-21-0076; Due Date/Time: 11/10/2020; 2:00 PM"

- 12.4.5.2 It is the Respondent's responsibility to appropriately mark and deliver their Response to the TSLAC by the specified date and time.
- 12.4.5.3 Telephone or faxed Responses will not be considered.

## 13 Evaluation and Award

A contract will be awarded to the Respondent(s) who submitted the Response determined to be the best value to the State and who meets all the requirements included in this solicitation.

Cash discounts offered by the Respondent will NOT be a factor in the evaluation.

Responses may be withdrawn by written notice at any time prior to award. An e-mail to the Purchasing Team member specified in Section 12.3 will be acceptable as a written notice for withdrawal. Responses will not be returned after award.

### **13.1 Administrative Review by TSLAC Purchasing**

Only a complete Response with the required content listed in Section 12.4 will be considered. Failure to meet the minimum qualifications and submit the required documents will result in a Response being declared non-responsive. Responses that do not conform to the instructions included in this solicitation may be rejected by TSLAC. TSLAC reserves the right to reject any or all Responses and to waive informalities and minor irregularities in the responses received. No response received in TSLAC Purchasing Department after the due date and time specified in Section 12.1 will be considered.

### **13.2 Initial Evaluation**

An evaluation team will evaluate and score each response based on the established criteria. Respondents shall not contact members on the evaluation team. Responses will be evaluated according to the Respondent's ability to best satisfy TSLAC requirements. Respondent's submission is evaluated and scored on a weighted system to determine the best value as follows:

<b><i>Evaluation Criteria</i></b>	<b><i>Weight</i></b>
<i>Vendor Qualifications &amp; Experience</i>	<i>40%</i>
<i>Technical Proposal</i>	<i>40%</i>
<i>Deliverables Costs</i>	<i>20%</i>
<b><i>Total</i></b>	<b><i>100%</i></b>

### **13.3 Competitive Range**

At TSLAC's sole discretion, a short list of vendors may be developed based on the competitive range or from the top three vendors. then TSLAC may check references.

*13.3.1 References may include past performance evaluations. References will be scored on a pass/fail basis. Any negative responses received may be grounds for disqualification of the proposal.*

*13.3.2 Respondents may be asked to provide samples.*

### **13.4 Best and Final Offer (BAFO)**

The evaluation team will determine if discussions are necessary and/or Best and Final Offers (BAFOs) are necessary. Award of a contract may be made without discussions or BAFO if in the best interest of the State.

*13.4.1 Discussions: The evaluation team may determine that discussions are necessary to clarify or verify a written response.*

*13.4.2 Oral Presentations or Demonstrations: TSLAC may, at its discretion, elect to have Respondents provide oral presentations of their Response or demonstrate the use of their service.*

*13.4.3 BAFO: A request for a BAFO is at the sole discretion of TSLAC and will be requested in writing. If requested, Respondent(s) shall submit a final price and any added value. If more than one Respondent reaches this level, the negotiated terms, references, BAFO, and added values will be considered in the award. TSLAC will make the final determination on the best value.*

*13.4.4 The evaluation team will evaluate the finalists and a recommendation for award will be determined.*

**13.5 Award**

TSLAC reserves the right to award a contract to a single Vendor or award to more than one Vendor, whichever provides the best value to TSLAC in performance of this service. TSLAC will be the sole judge of best value.

**13.6 HUB Subcontracting Requirements**

Upon contract award, Vendor is required to submit HSP Progress Assessment Report (PAR) to document payments to subcontractors **each month** to [ContractManagement@tsl.texas.gov](mailto:ContractManagement@tsl.texas.gov). A copy of the invoice for that month should also accompany the PAR.

PARs are not required if subcontractors will not be used in the performance of this project.

## Appendix A

### RESPONSE CHECKLIST

Response must be submitted in the format specified in the solicitation. **Do not send a copy of the solicitation with the Response.** Only the content specified in [Section 12.4](#) is required.

The contents of the Response must be organized in the tabs as shown below:

Requested Content	Document/ Section	Tab Number	Vendor Initials	For TSLAC
Response Checklist	Appendix A	Front Page		
Solicitation Coversheet	Appendix B	1		
Confidential Information Form	Appendix F	1		
Company Profile, Respondent Qualifications & Experience, and References	Appendix C	2		
Deliverables and Cost Worksheet	Appendix D	3		
Technical Proposal & Subcontracting	Appendix E	4		
TSLAC Addenda, if applicable	Check Emails	5		

## Appendix B

### SOLICITATION COVERSHEET

Respondent shall complete and sign this document and submit with their Response by the due date and time specified in this solicitation. Failure to do so will result in disqualification of the Response.

TSLAC Purchasing Contact	Delivery Format & Address	Due Date
Pam Rodriguez Contracts Coordinator Phone: (512) 936-2774 Email: <a href="mailto:prodriguez@tsl.texas.gov">prodriguez@tsl.texas.gov</a>	Digital Format E-mail: <a href="mailto:purchasing@tsl.texas.gov">purchasing@tsl.texas.gov</a>	November 10, 2020: 2:00 PM

### Vendor Information

Vendor Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_ Fax Number: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ DUNS No: \_\_\_\_\_

Email: \_\_\_\_\_ SAM.gov Expiration Date: \_\_\_\_\_

Texas ID No (TIN): \_\_\_\_\_ HUB Status, if applicable: Choose an item.

Federal EIN: \_\_\_\_\_ DIR Contract #: \_\_\_\_\_

The Texas ID Number is the Payee Identification Number assigned and used by the Texas Comptroller of Public Accounts to process payment for goods or services. Enter this number in the field above. If this number is unknown, please request the Application for Texas Identification Number form (AP-152) from the TSLAC Purchasing Contact. The completed form must be submitted with the Response.

Respondent should enter the Federal Employers Identification number in the field above. If an effort to minimize identity theft, every company MUST have an Employer Identification Number (EIN) prior to award of the contract. For information on obtaining an EIN, call the IRS at (800) 829-4933 or visit <https://www.irs.gov/businesses/small-businesses-self-employed/employer-id-numbers>.

### Preferences

In case of tie bids, one of more preferences described in Texas Government Code § 2155, Subchapter H and listed below will be used to make an award. Tie bids which cannot be resolved by applications of one or more preferences shall be made by drawing lots. Check the preferences for which you qualify:

- ☐ Products of persons with mental or physical disabilities
- ☐ Energy Efficient Products
- ☐ Rubberized Asphalt Paving
- ☐ Goods produced or offered by a Texas respondent that is owned by a service-disabled veteran who is a Texas resident
- ☐ Goods produced in Texas or offered by other Texas respondent not owned by a Texas resident service-disabled veteran
- ☐ Goods, including agricultural products, produced or grown in Texas

**Preferences**

- ☐ Goods, including agricultural products, offered by Texas respondents
- ☐ Goods, including agricultural products, produced or grown in other states of the United States
- ☐ Texas vegetation native to the region
- ☐ Services offered by a Texas respondent that is owned by a service-disabled veteran who is a Texas resident
- ☐ Services offered by other Texas respondent that is not owned by a Texas resident service-disabled veteran
- ☐ Commercial production company and advertising agency located in Texas
- ☐ Purchase products or materials produced in Texas
- ☐ Recycled, remanufactured, or environmentally sensitive products
- ☐ Recycled oil and lubricants
- ☐ Products or services produced in an economically depressed or blighted area
- ☐ Products of facilities on formerly contaminated property
- ☐ Vendors that meet or exceed air quality standards (state or federal environmental standards)
- ☐ Foods of higher nutritional value

By signature herein, the Respondent certifies that they have complied with the certifications and representations listed in the TSLAC General Terms and Conditions ([Section IV](#)).

**Business Ownership:** Pursuant to Texas Family Code § 231.006(c), Responses must include names and social security numbers of each individual with at least 25% ownership of the business entity submitting the Response. If an individual does not control 25% or more of the business entity, enter "None".

Vendors that have pre-registered this information on the CMBL have satisfied this requirement. If not pre-registered on the CMBL, complete the following:

Name	Social Security Number	% of Ownership
_____	_____	_____
_____	_____	_____

The person signing must have the authority to bind the company in a contract.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Title



## Appendix C

### COMPANY PROFILE

Respondent shall use this exhibit (or reasonable facsimile). In addition, the Respondent must attach the organizational structure with executive or senior leadership, including names and titles. This form may be modified as needed to comply with the requirements to document company information.

GENERAL INFORMATION	
Company Name:	
Principal place of business (Corporate Headquarters):	
Address:	
City, State, Zip	
Company's Remit to address:	
Address:	
City, State, Zip	
Contact Person concerning Solicitation Response:	
Name & Title:	
Phone & Email Address:	
Company Project Lead (person assigned for management and day-to-day project operations)	
Name & Title:	
Phone & Email Address:	
Indicate if your company or any of its subsidiaries filed or met criteria for bankruptcy within the last five years.	
<input type="checkbox"/> Yes	If yes, explain:
<input type="checkbox"/> No	
Indicate if your company or any of its subsidiaries has been involved in litigation within the last five years.	
<input type="checkbox"/> Yes	If yes, explain:
<input type="checkbox"/> No	
BACKGROUND INFORMATION	
Number of years in business:	
Number of employees:	
Number of years actively participating in offering the goods/services described in the solicitation:	
Provide company background, experience, qualifications, and capabilities in areas of goods/services described in the solicitation.	
Provide present commitments for related or similar goods/services.	
Provide description of industry certifications, if applicable.	
Provide list of equipment to be used to fulfill the goods/services described in the solicitation. If not applicable, write "N/A".	

**STAFF CAPABILITIES**

Respondent must provide:

- *Organizational chart*
- *Management Team resumes*
- *Key personnel resumes illustrating the qualification of each to perform the services described in this SOW including expertise in Agile development methodology and processes.*

**SERVICE CAPABILITIES**

<b>Description of three (3) projects of similar size and scope that Respondent has conducted within the past five (5) years</b>
<b>Description of experience providing similar deliverables in public sector, specifically state and local government</b>
<b>An outline of its capability to deliver the required services including process, functional and technical expertise</b>
<b>Types of information anticipated to be provided as part of each deliverable</b>

**REFERENCES**

Respondent must provide a minimum of three (3) references for projects completed within the last two (2) years and similar in scope.

Reference #1	
Reference Name:	
Company/Organization:	
Address:	
City, State, Zip	
Phone:	
Email:	
Service Period:	
Services Provided:	

Reference #2	
Reference Name:	
Company/Organization:	
Address:	
City, State, Zip	
Phone:	
Email:	
Service Period:	
Services Provided:	

Reference #3	
Reference Name:	
Company/Organization:	
Address:	
City, State, Zip	
Phone:	
Email:	
Service Period:	
Services Provided:	

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## Appendix D

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### ***DELIVERABLES AND COST WORKSHEET***

Per Section 11.6 of the solicitation, Respondent must provide the deliverables with firm fixed pricing.

<b>Deliverable No.</b>	<b>Deliverable Description</b>	<b>SOW Reference Paragraph</b>	<b>Unit Price</b>	<b>Extended Amt</b>
1				
2				
3				
4				
5				
6				
7				
8				

### ***ASSUMPTIONS AND EXCLUSIONS***

Respondent must provide a summary of any assumptions or exclusions.

## Appendix E

### TECHNICAL PROPOSAL

Respondent shall submit a Technical Proposal in their Response. This proposal shall include a maximum of ten (10) pages and address each of the items listed below. **Failure to provide this information may result in disqualification.**

#### 1 Project Work Plan

Per Section 11.4 of the solicitation, provide a description of how the Respondent proposes to accomplish the required services. This section of the technical proposal must contain sufficient detail to convey the Respondent's knowledge of the subjects and skills necessary to successfully complete the project to members of the evaluation team.

Any required involvement of TSLAC staff, including but not limited to, any staff resources needed in terms of content, materials, equipment, etc. for the term of the project.

#### 2 Project Schedule

Respondent must include the project schedule indicating when the elements of the work will be completed. The project schedule must ensure that any deliverables requested are met.

Deliverable No.	Deliverable Description	SOW Reference Paragraph	Estimated Due Date
1			
2			
3			
4			
5			
6			
7			
8			

#### 3 Subcontracting

Respondent must list subcontractors that will work on this project listed on the approved HUB Subcontracting Plan (HSP) of the DIR contract. If subcontractors will not be used, Respondent must provide written acknowledgement that subcontractors will not be used for this project.

## Appendix F

### ***CONFIDENTIAL INFORMATION FORM***

The determination of whether information is confidential and not subject to disclosure under the Public Information Act is the duty of the Office of Attorney General (OAG). TSLAC shall comply with all rulings of the OAG.

TSLAC assumes no responsibility for asserting legal arguments on behalf of the Vendor. Vendors are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

Please list below items that you assert are confidential as specified in [Section 11.5](#) of this solicitation. Note that requests for information in response to this solicitation not marked as confidential will be released without notifying the Vendor.

Page Number	Section Number	Section Title



## ADDENDUM

Addendum No: 01 Date: November 5, 2020

Solicitation No: 306-21-0076

Solicitation Title: GMS Portal Migration

Response Deadline: 11/10/2020 at 2:00 PM CT

TSLAC Purchasing Contact: Pam Rodriguez; [prodriguez@tsl.texas.gov](mailto:prodriguez@tsl.texas.gov)

Purpose of Addendum: Questions and Answers

*Except as provided herein, all terms and conditions of the solicitation document remain unchanged and in full force and effect. The following are specifications to the solicitation. This Addendum may be attached to and form a part of the referenced solicitation document and any resulting awarded contract and may be considered in your Response.*

**Question #1:** How many pages in the existing portal?

**Answer:** Twelve (12) main pages plus landing page, eight (8) of which lead to data input forms.

**Question #2:** Are there any calculations involved in filling the data?

**Answer:** Yes, budget and financial status tables; Calculations are performed in Dynamics 365 and displayed in the portal.

**Question #3:** How many existing portal users on the Peak portal?

**Answer:** Over 1,500 contacts have access.

**Question #4:** Are there any dependencies with external systems?

**Answer:** No, except for Dynamics 365.

**Question #5:** Are there existing developers working on PowerApps Portal?

**Answer:** No.

**Question #6:** What type of D365 License are we using?

**Answer:** Customer Service Enterprise Plan, Customer Sales Enterprise Plan, Team Members.

**Respondents are to acknowledge receipt of this addendum by signing this document. The signed document must be included with your Response.**

\_\_\_\_\_  
Respondent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Company Name