

**STATE OF TEXAS
PURCHASE ORDER**

1. Agency Name & No. TEXAS STATE LIBRARY & ARCHIVES COMMISSION 306 Tax Exempt agency of the Texas State Government	4. Purchase Order No. 306-17-8009	12. HUB: N/A	13. Order Type: Catalog
	5. PCC	14. Vendor Identification No: ██████████	
2. Agency Billing Address **ACCOUNTING DEPARTMENT** Texas State Library & Archives Commission PO Box 12516 Austin, TX 78711-2516 Email invoices to: AP@tsl.texas.gov Phone: (512) 463-5473; Fax: (512) 475-0185	6. Current Document No.	15. Vendor Address: Catapult Systems, Inc. 1221 S. MoPac Exwy, Suite 350 Austin, TX 78746	
	7. Document (order) amt \$49,915.00	16. Vendor Contact Info: Michael Kennedy Phone: (512) 605-3912 Fax: (512) 917-9707 Email: michael.kennedy@catapultsystems.com	
3. Destination of goods or service FOB Destination Receiving Hours: 7:30 AM - 4:00 PM Receiving Dock, Room G-007 Texas State Library & Archives Commission 1201 Brazos Street Austin, TX 78701	8. REF DOC	10. Agency Contact: Pam Rodriguez Phone: (512) 463-3037 Email: prodriguez@tsl.texas.gov Fax: (512) 475-3393	
	9. Service Period or Expected Delivery Date: 9/1/2016 - 8/31/2017	11. TSLAC Project Contact: Erica McCormick Phone: (512) 463-5527 Email: emccormick@tsl.texas.gov	
	*VENDOR MUST REFERENCE PURCHASE ORDER NUMBER ON ALL INVOICES OR INVOICE WILL BE RETURNED TO VENDOR. THIS PURCHASE HAS BEEN DETERMINED TO BE THE "BEST VALUE."		

17. Description

Managed Flex Services for the Grants Management System (GMS) software, created with Microsoft CRM. Vendor will provide Application Support and Maintenance for the period of September 1, 2016 through August 31, 2017.

Services will include four months of Flex Services at the estimated 40 hours/month and eight months of Flex Services at the estimated 20 hours/month. Service schedule will be coordinated by both parties and a final copy of the schedule will be provided to TSLAC Purchasing. Please refer to Statement of Work (SOW) for service details and countersignatures for these managed flex services. Beyond flex hours can be used with approval from both TSLAC and Catapult and cannot exceed the amount provided in this PO. Additional beyond flex hours will require approval and amendment from the TSLAC Purchasing Department.

TSLAC Terms and Conditions are in accordance with DIR Contract # DIR-SDD-2039. LSTA Terms and Conditions with Invoicing Instructions will be included with the Purchase Order. LSTA Terms and Conditions cannot be changed.

18. SFX	INDEX	AY	COBJ	AOBJ	AMOUNT	INVOICE NO.
001	24112	17	7262	7056	\$49,915.00	

19. Line No	20. Goods & Service	21. NIGP Code	22. Qty	23. Units	24. Unit Price	25. Extended Amt
1.	Estimated 40 hours of Flex Services for the GMS at the rate of \$145/hr	208-32	4	Month(s)	\$5,800.00	\$23,200.00
2.	Estimated 20 hours of Flex Services for the GMS at the rate of \$145/hr	208-32	8	Month(s)	\$2,900.00	\$23,200.00
3.	Beyond Flex hours to be used with approval from both parties; Not to exceed 19 hours during the service period.	208-32	19	Hour(s)	\$185.00	\$3,515.00

Grant Number: LS-00-16-0044-16 – FFY 2016 | CFDA: 45.310 – Grants to States | Institute of Museum and Library Services

INVOICE TO FOLLOW

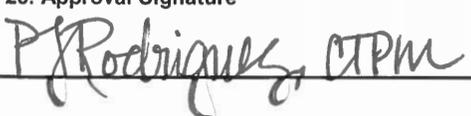
Grand Total \$49,915.00

26. Legal Cites: Texas Government Code § 2157 - Purchase of Automated Information Systems under DIR Contract

27. Division Tracking Number: LDN 17-041

Per Texas Tax Code 151.309, the Texas State Library and Archives Commission is a tax-exempt agency.
If you need further proof of this, please contact the Agency Contact in box #10.

Confirmation of receipt is required, please sign box #29 and return signed PO via email: purchasing@tsl.texas.gov or fax: (512) 475-3393.

28. Approval Signature 	Date 8/10/2016	29. Vendor Signature Digital signature obtained	Date 8/29/2016

STATEMENT OF WORK (SOW)

FY 2017 Managed Services for Microsoft CRM Systems and Modules [DIR-SDD-2039]

306-17-8009



August 11, 2016

1. Introduction

The purpose of this engagement is for Catapult Systems, Inc. to provide application support and maintenance, including ongoing enhancements, for a customized Cloud Hosted Grants Management System (GMS) based on Microsoft CRM Online. The solution will provide 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 will use a web-based interface completely integrated into the GMS. The application support and maintenance phase may be renewed annually.

<i>TSLAC Primary Project Manager:</i>	Erica McCormick, Grants Administrator	P: (512) 463-5527 E: emccormick@tsl.texas.gov
<i>TSLAC Secondary Project Manager:</i>	Danielle Plumer, Statewide Resource Sharing Coordinator	P: (512) 463-5433 E: dplumer@tsl.texas.gov
<i>Catapult Systems, Inc. Project Contact:</i>	Michael Kennedy, Director of Public Sector Cloud Strategy	P: (512) 605-3912 E: Michael.Kennedy@catapultsystems.com

2. Background

The existing CRM-based GMS provides TSLAC staff the ability to track and manage the entire competitive and non-competitive grant processes, from application submission and review to award, performance, payment, and grant closeout. The GMS has an external portal based on CRM Peak allowing prospective grantees the ability to apply for TSLAC funding opportunities and manage any funding awards. The external portal also allows grant review panel members the ability to review and score grant applications for potential funding. The GMS is also used by LDN staff and grantees to manage and report program performance and data.

Additional CRM modules added to the GMS application will be integrated with the existing system, but may have additional functionality. Services awarded under this SOW will include maintenance and support for all CRM modules developed and implemented as of August 31, 2016.

3. Scope of Work

3.1 Scope of work

The Consultant Managed Services team at Catapult Systems, Inc. is responsible for Application Maintenance and Support for the newly developed and implemented GMS. This includes the following work items:

1. Catapult Systems, Inc. and the TSLAC team will develop a service schedule for the service term
2. Catapult Systems, Inc. will coordinate with TSLAC to define ongoing operational processes
3. Initial review of open requests and requirements
4. Catapult Systems, Inc. will respond to technology requests within published service level agreements
5. Catapult Systems, Inc. will complete requests in a timely manner, including CRM Peak support requests
6. Catapult Systems, Inc. will provide both weekly and monthly status reporting to TSLAC
7. Catapult Systems, Inc. will confirm requests are completed to TSLAC's satisfaction before closing them

3.2 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.

- TSLAC is responsible for performing first level of support, as Catapult Systems, Inc. is not structured to perform basic helpdesk functions or to accept direct calls from end-users.
- TSLAC is responsible to maintain network connectivity to the internet - such as load balancers, firewalls, routers, and switches, to ensure access to the system.

3.3 Service Assumptions

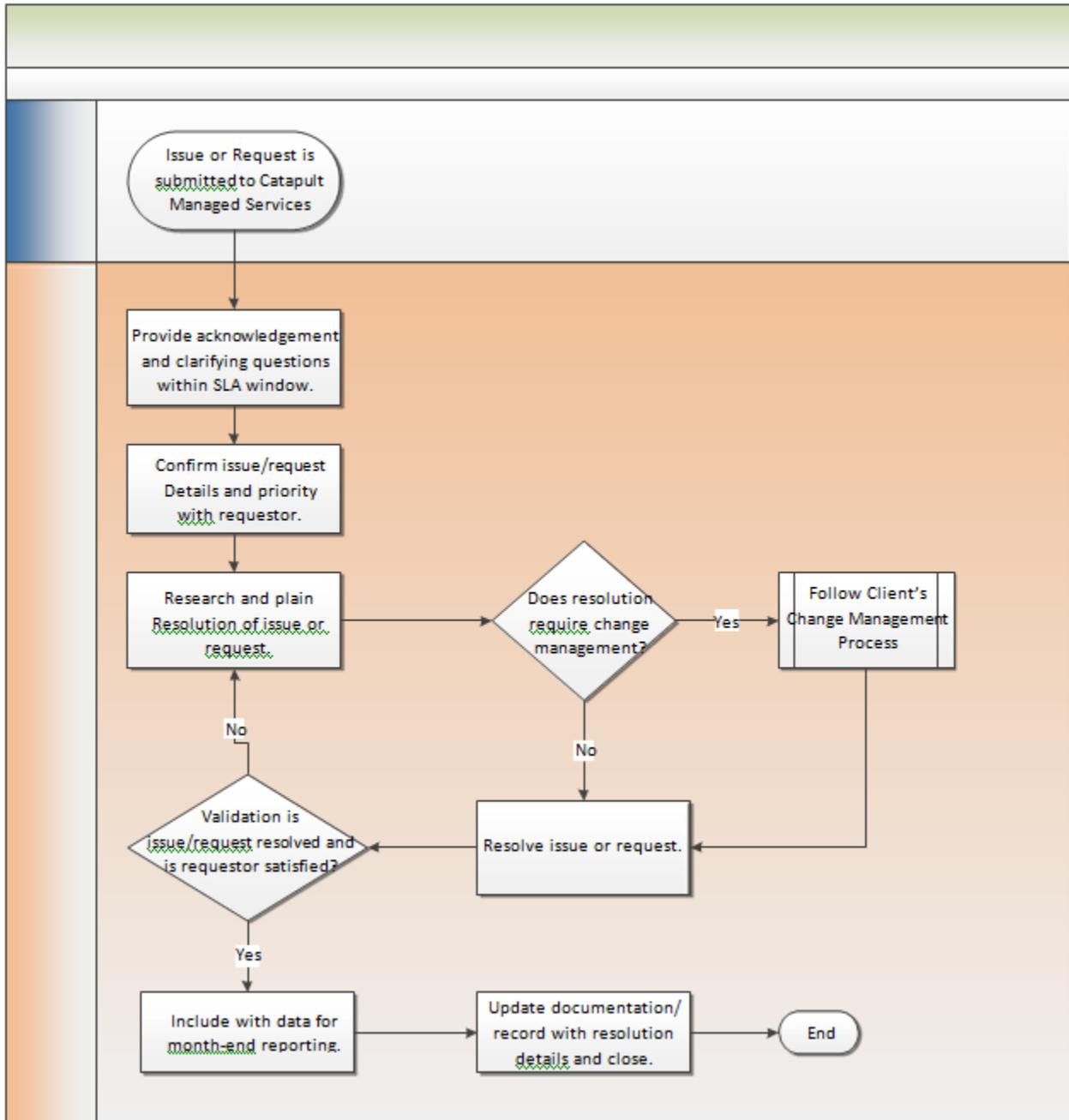
- VPN (as needed) and appropriate level of access to the supported environments will be provided to Catapult Systems, Inc. by TSLAC.
- TSLAC is responsible for performing first level of support for users of the Grant Management System, as Catapult Systems, Inc. is not structured to perform basic helpdesk functions or to accept direct calls from end-users.
- Catapult Systems, Inc. will have access to all necessary TSLAC resources (subject matter experts, documentation, systems, etc.) for the duration of the SOW.
- TSLAC will be responsible for maintaining the user accounts and groups needed for the application.
- TSLAC authorizes Catapult Systems, Inc. to collect usage statistics and perform analytics on TSLAC’s Solution as a Service usage with the sole purpose of improving the Solution as a Service offering.

3.4 Roles and Responsibilities

Role	Responsibilities
Technical Lead (Senior-Level Consultant)	<ul style="list-style-type: none"> • Primary responsibility for resolution of issues • Responsible for leading weekly status meeting • First point of contact for client issues
Additional Consultants	<ul style="list-style-type: none"> • Assists with issue resolution • Provide backup support to Technical Lead
Delivery Manager	<ul style="list-style-type: none"> • Dedicated delivery manager for operational engagements at a particular client • Primary accountability for quality of delivery, communication and issue resolution • Management oversight for status reporting and budget

Once the Consultant team is established, the names and roles of each team member will be provided by the Catapult Systems, Inc. to the TSLAC Project Manager and the TSLAC Purchasing Department. The list should be provided no later than 5 business days after the team has been established.

The flowchart below summarizes the work activities and responsibilities.



3.5 Quality Management

Catapult Systems, Inc.'s Consultant team will monitor and address Quality issues by:

- Gathering TSLAC feedback during weekly sync and month end review meetings.
- Publishing an escalation path.
- Modifying processes, as needed or requested, to continuously improve quality.

4. Contract Monitoring and Change Requests

4.1 Change Request Process

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

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

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

4.2 Change Request Confirmations

Catapult Systems, Inc.’s Consultant team and the TSLAC Project team will jointly confirm in writing that a Project issue or Change Request has been satisfactorily completed and can be closed.

4.3 Weekly Status Reports

Catapult Systems, Inc.’s Consultant team will prepare a weekly status report that captures relevant details related to work progress and any issues that require management attention to the TSLAC Project Manager(s). The status report will also include budget information. Catapult Systems, Inc.’s Consultant team will conduct a weekly status meeting with the TSLAC Project team to review the status report and address any issues or activities that require attention.

5. Service Levels

5.1 Flex Services Level Agreement (SLA)

- Service Level Objective: 100% of tickets will be responded to within the prescribed Response Times, based on the urgency levels below:

Urgency Level	Definition	Response Time
Critical	<ul style="list-style-type: none"> • Immediate turnaround is required; • Issues impedes TSLAC’s ability to conduct business, and/or • Issues that have a significant business financial impact 	1 hour
High	<ul style="list-style-type: none"> • Quick turnaround is required; and/or • Project issue has medium to high financial impact and/or impact on business 	2 hours
Medium	<ul style="list-style-type: none"> • Reasonable turnaround time is acceptable; • Problem affects more than one user; • Issues has little financial impact; • Workaround is available; and/or • Does not have a critical business impact 	4 hours

Low	<ul style="list-style-type: none"> Reasonable turnaround time is acceptable; Impact is limited to one user; and or Issues has not financial impact or critical business impact 	8 hours
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- The Microsoft Dynamics CRM Online platform is hosted in the Microsoft Office 365 Cloud. For Microsoft Subscription Services, there is no Service Level Agreement (SLA) expressed or implied for the availability of the supported Microsoft Cloud Hosted environment (aka 'up-time') since Catapult Systems, Inc. does not host the environment. The SLA provided will be our response time for requests. Resolution time will vary depending on the urgency level referenced above.
- The Microsoft services SLA is the Microsoft SLA and not a Catapult Systems, Inc. SLA. The latest Microsoft SLA can be found here: <http://www.microsoftvolumelicensing.com/Downloader.aspx?DocumentId=9447>
- Response Time is the time that it takes Catapult Systems, Inc. to first respond to TSLAC after a ticket has been received by Catapult Systems, Inc..
- Regular Support Hours (RSH) are Monday through Friday, 8 a.m. to 5 p.m. CST, excluding federal public holidays in the United States.
- If not specified in the SOW, services provided outside RSH are billed at the After Hours Rates.
- Non-Critical (High, Medium, or Low) requests received outside of RSH will be responded to during RSH.
- Service requests can be submitted by phone, email or dedicated extranet site hosted by Catapult Systems, Inc.
- Critical requests outside of RSH should be requested by calling 877-211-7658. Critical requests received outside of RSH will be responded to according to the Response Time shown above.

5.2 Flex Services for Managed Services Billing

- TSLAC will be invoiced at the beginning of each month and payment terms are subject to Texas Prompt Payment Act.
- Fees will be prorated if the start date of services is short of a full month.
- Flex Services for Application Support and Maintenance can only be consumed in the month for which they are billed and do not accumulate nor roll over month-to-month.
- Subscription for Flex Services can be used for any supported technology according to the rates specified in the SOW and as highlighted in the attached Services Catalog (Attachment A).
- TSLAC can request an increase in the number of Flex Service hours through the use of Change Requests. Signed Change Requests must be received by the 15th of the month in order to take effect by the first day of the following month.
- Flex Services are billed with a minimum billing increment of one-half (1/2) hour.
- At the conclusion of the service period specified in this Statement of Work, the contract will end.
- The contract may be renewed at the end of each period of performance for an additional year.
- With sixty (60) days advance notice of a renewal term, Catapult Systems, Inc. reserves the right to adjust rates.

6. Pricing

The total amount of the Purchase Order under this SOW for the term beginning September 1, 2016 and ending August 31, 2017, shall not exceed forty-nine thousand nine hundred fifteen and no/100 dollars (\$49,915.00).

This includes four months at the rate of \$5,800.00 per month with 40 hours per month; an eight months at the rate of \$2,900.00 per month with 20 hours per month. A maximum of 19 additional Beyond Flex hours can be used on an as-needed basis throughout the service term with TSLAC approval. Flex hours exceeding the amounts listed on the Purchase Order **must** be approved and amended by the TSLAC Purchasing Department.

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

Changes in the service schedule must be approved in writing by both Catapult Systems, Inc.'s Project Contact and TSLAC's Project Manager. Catapult Systems, Inc. must submit the approved updated schedule to the TSLAC Purchasing Department to include in the Project file.

# of Months	Service Plan	Price
Four (4)	Flex Services (Administer, Fix, Enhance); Estimated 40 hours/month at the rate of \$145.00/hour	\$5,800/month
Eight (8)	Flex Services (Administer, Fix, Enhance); Estimated 20 hours/month at the rate of \$145.00/hour	\$2,900/month
Additional Flex Hours	These are additional Beyond Flex hours that may be utilized during the service term. It shall not exceed 19 hours at the rate of \$185.00/hour	Not to exceed \$3,515
	Service Period Total	\$49,915.00

Additional hours may be billed under this SOW according to the cost table outlined below. Flex Services are consumed at the following hourly rates:

When requests are made...	For Supported Technologies*
Within Flex Monthly Subscription (Discounted Flex)	\$145/hour
Beyond Flex Monthly Subscription (Over Flex)	\$185/hour
WITHOUT Flex Monthly Subscription (Ad Hoc)	\$205/hour

*Excludes Category II Technologies

Onsite Flex Services will be provided upon customer request and based on availability. Onsite Flex Services will be consumed at a **\$20/hr premium** on the above rates. If travel is required and mutually agreed upon, actual travel costs will be consumed from the monthly subscription or billed separately as needed.

7. Service Term

This agreement for CRM Managed Services will begin on September 1, 2016 and end on August 31, 2017. This agreement may be renewed for additional one-year terms, not to exceed August 31, 2020.

8. Invoices

Catapult Systems, Inc. will submit invoices according to instructions in the issued PO.

9. Terms and Conditions

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

9.1 Cancellation

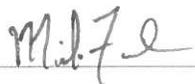
TSLAC shall have the right to terminate this SOW at any time upon thirty (30) days prior written notice.

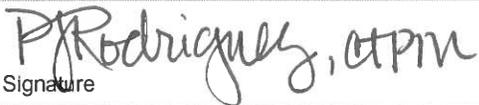
10. Approvals & Signatures

The parties execute this Statement of Work pursuant to DIR Contract No. DIR-SDD-2039.

Chief Operations and Fiscal Officer		
Donna Osborne	dosborne@tsl.texas.gov	512-463-5440
Signature		Date: 8/9/16

Program Sponsor		
Deborah Littrell	<i>MARK SMITH FOR</i> dlittrell@tsl.texas.gov	512-463-5456
Signature		Date: 8/10/16

Technology Sponsor		
Manuel Alvarez	<i>Mike Ford For</i> malvarez@tsl.texas.gov	512-463-5481
Signature		Date: 8/10/16

Purchasing Approval		
Pam Rodriguez, CTPM	purchasing@tsl.texas.gov	512-463-3037
Signature		Date: 8/10/2016

Catapult Systems, Inc.		
Jim Booth	jim.booth@catapultsystems.com	512-605-3912
Signature		Date:

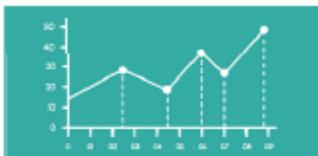
SAFE Managed Services Catalog



- Ensure the health and stability of your Microsoft environments
- Reduce the administrative burden and cost of IT support and maintenance

SAFE MANAGED SERVICES AT A GLANCE:

Our two-pronged approach combines the proactive SCAN service with our reactive FLEX services. This disciplined program provides end-to-end coverage for all of your Microsoft solutions.



WHAT THIS MEANS FOR YOU:

- Flexible spending across all supported environments
- Eliminates the task of finding and retaining qualified resources
- Focus every dollar spent on the actual work needed in your environment
- SLA-guaranteed responsiveness
- Assigned technical resources functioning as extension of your team
- Customized extranet site and dashboard for reporting and tracking

SCAN

MONITOR:

24/7, 365-days-a-year monitoring SCAN Services allow us to filter through the noise and determine what's really critical in your environment, while staying ahead of potential issues. Our custom management packs and fine-tuning take your monitoring to a new level with application-layer details not captured by general system monitoring tools.

One client's farm sent multiple SCOM alerts overnight indicating IIS resets. In the morning, we discovered the client had accidentally pushed out Windows patches to the SharePoint farm that needed to be accepted by running the SharePoint configuration wizard. We scheduled this during a maintenance window to keep the farm properly patched.

ASSESS:

We perform in-depth health checks, analysis and trending to proactively identify any issues requiring remediation. Your Microsoft-certified experts provide best practice recommendations for optimal system performance as part of your recurring health check review.

Recently, we proactively identified a potential security risk associated with database access. The client informed us the user in question only had access to the Development environment, yet we noticed their repeated attempts to access the Production database from multiple IP addresses. Without proactive health checks and expert analysis, the client may have never learned of these behaviors.

 **FLEX**

ADMINISTER:

Perform the daily and weekly administration tasks essential to maintaining a sound environment. From simple tasks like modifying permissions to complex configuration changes and patching, our team efficiently and accurately addresses the important details in your environment.

A client was overworking himself with repetitive, time-consuming tasks. He didn't realize those tasks could be automated. We provided scripts to use on a daily basis and reviewed the use and benefits of each. Bottom line — the time it took to perform his daily tasks dropped from four hours down to one.

FIX:

Remediation of any issues discovered, providing visibility into the resolution process as we track, troubleshoot, and resolve each issue. We also perform root cause analysis to prevent issues from recurring in the future.

One client recently lost their Exchange admin, only to come into work the next day and discover they had no email delivery from/to outside organizations and their mailbox databases were unavailable. Catapult was able to locate the database and restore email functionality within 3 hours.

ENHANCE:

SAFE Managed Services customers are eligible for recurring customization services at prepaid, discounted rates. These services are designed for both new and existing enhancement needs that require consultants familiar with your environment.

Quite often our developers help automate manual processes for clients, such as a recently automated procurement process, which saved the client \$60,000 per year in resource allocation and further leveraged their existing Microsoft application investments.



The average organization runs a minimum of
3 Microsoft applications

1 SAFE agreement

 **\$86K**

\$86K average yearly SAFE agreement to support 3 MSFT technologies

vs.

3 full-time employees

\$234K 

\$78K average Microsoft Certified Information Technology Professional (MCITP) yearly salary

SUPPORT DESIGNED FOR YOUR ENVIRONMENT:

No matter where your environment is hosted and managed, Catapult Managed Services has the expertise and experience to support you.



On-Premises



Private Cloud



Hybrid Cloud



Public Cloud

- Azure
- BizTalk*
- CRM/xRM
- Custom Applications
[.NET, InfoPath, jQuery, JavaScript, etc.]
- Direct Access [DA]*
- Exchange
- Forefront Identity Manager*
- Hyper-V
- Lync and Exchange UM*
- Office 365
- Project Server*
- SharePoint
- SQL
- StorSimple*
- System Center
 - Configuration Manager
 - Operations Manager
 - Service Manager
 - Orchestrator
 - Virtual Machine Manager [VMM]
- TMG
- Windows Intune
- Windows Server [Includes Server Roles]

- Amazon Web Services [AWS]
- KnowledgeLake
- Metalogix
- Nintex
- Scribe
- VMWare

*Additional fee applies for support of Category II Technologies.

Additional 3rd Party Technologies

Best efforts support will be provided for additional technologies not listed here, in accordance with the client's existing software provider and support agreements.