

TEXAS WATER DEVELOPMENT BOARD

PURCHASE ORDER NUMBER:

1800012169

(Please reference this number on all packages & invoices)

PCC Code:

I

INVOICE TO:

Texas Water Development Board
P.O. Box 13231
Austin, Texas 78711-3231

invoice@twdb.texas.gov

AGENCY CONTACT:

Tina Newstrom, CTPM

Phone: (512) 463-7825

Fax: (512) 475-3009

To:	17427367747	HUB Status:	WO/F	INVOICE TO:
RFD & Associates Inc. 401 Camp Craft Rd. Austin, TX 78746-6507				Texas Water Development Board P.O. Box 13231 Austin, TX 78711-3231

This section for TWDB use only

P.O. DATE	ORDER PLACED BY	DATE EXPECTED	ORDER RECEIVED BY	DATE RECEIVED	ER #
09/27/17	Tina Newstrom	N/A	N/A	N/A	B180117

920/45

QTY	UNIT	DESCRIPTION	ITEM #	UNIT PRICE	TOTAL
11	months	Annual Maintenance, Service and 200 hours of enhancement for On-Line Loan Application per the attached Letter of Agreement for the period covering September 1, 2017 through July 31, 2018.		\$ 4,166.66	\$ 45,833.26
1	month	Annual Maintenance, Service and 200 hours of enhancement for On-Line Loan Application per the attached Letter of Agreement for the period covering August 1, 2018 through August 31, 2018.		\$ 4,166.74	\$ 4,166.74
<i>Period Covering 09/01/2017 thru 08/31/2018</i>					
DIR (DBITS) Contract No. DIR-TSO-3845					

SHIPPING & HANDLING	N/A
SUBTOTAL	\$ 50,000.00
SALES TAX RATE	EXEMPT
SALES TAX	\$ -
TOTAL DUE	\$ 50,000.00

Please see **PAGE 2** for additional Terms & Conditions

Tina Newstrom 9/29/17

 Authorized Signature Date

Tina Newstrom

STATE SALES TAX EXEMPTIONS CERTIFICATE : The above signed claims an exemption from taxes under Chapter 20, Title 122A revised Civil Statutes of Texas, for purchase of tangible personal property described in this numbered order, purchased from vendor listed above, as this property is being secured for the exclusive use of the State of Texas. The State of Texas is exempt from all Federal Excise Taxes (poform rev. 9/02)

TEXAS WATER DEVELOPMENT BOARD TERMS & CONDITIONS
Items stated below apply to and become a part of the purchase order

APPLICABLE FOR ALL PURCHASES

- A. **Dispute Resolution** - The dispute resolution process provided for in Chapter 2260 of the Texas Government Code must be used by the Texas Water Development Board and the contractor to attempt to resolve all disputes arising under this contract.
- B. **Delinquent Taxes** - Vendor agrees that any payments due under this purchase order will be applied toward any debt, including but not limited to delinquent taxes and child support that is owed to the State of Texas.
- C. **General Information** - Vendor agrees to comply with Texas Government Code 2155.4441, pertaining to service contract use of products produced in the state of Texas.
- D. **Cancellation of Purchase Order** - Financial obligations of the state payable after each fiscal year are contingent upon funds being appropriated by the Texas Legislature budgeted or otherwise made available. If funds are not appropriated or otherwise made unavailable, any resulting contract shall be terminated without penalty upon agency giving written notice to the vendor.

APPLICABLE FOR INTER-AGENCY PURCHASES

- E. **Inter-Agency Purchase** - Legal Cite: Texas Government Code Chapter 771 (IAC) Act

APPLICABLE FOR DIRECT PUBLICATION PURCHASES (as stated in Section 2.14 in the Procurement Manual)

- F. **Direct Publication Purchases** – “Not Available from any other source”

APPLICABLE FOR ALL AIS (Automated Information Service) PURCHASES (which includes Catalogue Contract Purchases)

- G. **Technology Access Clause** – “The Vendor expressly acknowledges that state funds may not be expended in connection with the purchase of an automated information system unless that system meets certain statutory requirements relating to accessibility by persons with visual impairments. Accordingly, the Vendor represents and warrants to Texas Water Development Board that the technology provided to Texas Water Development Board for purchase is capable, either by virtue of features included within the technology or because it is readily adaptable by use with other technology, of:
 - 1. providing equivalent access for effective use by both visual and nonvisual means;
 - 2. presenting information, including prompts used for interactive communications, in formats intended for nonvisual use; and
 - 3. being integrated into networks for obtaining, retrieving, and disseminating information used by individuals who are not blind or visually impaired.

For purposes of this paragraph, the phrase "equivalent access" means a substantially similar ability to communicate with or make use of the technology, either directly by features incorporated within the technology or by other reasonable means such as assistive devices or services which would constitute reasonable accommodations under the Americans with Disabilities Act or similar state or federal laws. Examples of methods by which equivalent access may be provided include, but are not limited to, keyboard alternatives to mouse commands and other means of navigating graphical displays, and customizable display appearance."

rev. 01/16

**Letter of Agreement and Statement of Work
for Maintenance/Service and Program Enhancements of the
On Line Loan Application System Software**

This Letter of Agreement (Agreement) along with a signed purchase order will serve as the working agreement between the Texas Water Development Board (TWDB) and RFD & Associates (Contractor) to provide maintenance, service and enhancements to the TWDB's On Line Loan Application System (OLA).

In addition, all terms and conditions of Department of Information Resources (DIR) Contract Number DIR-TSO-3845 is incorporated by reference. In the event of a conflict between this Agreement and the DIR contract, the DIR contract shall take precedence.

This Agreement is not valid without the proper signatures below and a signed purchase order. The purchase order will be issued upon receipt of this executed Agreement.

Statement of Work-

The following systems are included under this Statement of Work (SOW):

- Online Loan Application (OLA)
- OLA Interfaces with the below:
 - JSON
 - TxWISE

1. MAINTENANCE

Contractor shall meet or exceed the following requirements and shall:

- a. Provide maintenance for the OLA application implemented at the TWDB to ensure uptime Monday through Friday (excluding holidays), 8:00 a.m. to 5:00 p.m. Central Time (CT).
- b. Provide telephone, email, WebEx, and/or onsite support. Support shall be provided 7:00 a.m. through 6:00 p.m. CT, Monday through Friday, excluding holiday.
- c. Contractor shall respond to support notifications in accordance with the criteria stated in the Support Response Table (below) after receiving notification from TWDB during normal business hours:

Support Response Table

Support Response	Support Level	Severity	Description
Within 4 hours to return initial email or phone call	One	Critical	1. An incident that results in a critical business impact. This could include loss of service, data loss or corruption, or the inability to complete processing or workflows within an application.
Within 8 hours to return initial email or phone call	Two	Medium	1. An incident that results in significant business impact for the customer. 2. The functionality of the software is adversely affected, but can be circumvented (a work around exists). 3. Certain functions within the software are disabled, but the system remains operable.
Within 48 hours to return initial email or phone call	Three	Low	1. An incident that results in a low business impact. All core functionality remains operable but changes are still required.

- c. Be available when needed, via telephone, email or WebEx within reasonable time frames to help TWDB troubleshoot problems, apply fixes, or perform other important maintenance tasks during non-business hours.

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- d. Contractor shall correct verifiable and reproducible errors. The term “errors” shall be interpreted to include defects in the System application documented processes, database design, or code defects.
 - e. Contractor shall coordinate with TWDB planned System application maintenance.
 - f. Contractor shall ensure application data is secure and uses best practices and industry standards which meet TWDB security needs.
- 1.1 Contractor shall provide planned maintenance, including upgrade and data management strategies. This includes, but is not limited to the following:**
- a. Assist TWDB Project Manager(s) and System Analyst(s), or Database Administrator(s), including technical guidance and system process administration with planned software, data upgrades, and maintenance schedules.
 - b. All maintenance and upgrades shall be scheduled with TWDB prior to commencement.
 - c. Software upgrades shall be coordinated with TWDB to ensure that version incompatibilities are not created.
 - d. Assist TWDB Project Manager(s) with procedures that ensure that all potentially affected users shall be notified if at any point a system must be halted to provide maintenance.
 - e. Work with TWDB staff and its Information Technology (IT) staff in reviewing and responding to maintenance issues.
 - f. Perform detailed analysis of bugs and issues regarding OLA.
 - g. Assist in documenting the anticipated programming efforts needed to resolve issues.
 - h. Participate in peer reviews of proposed changes.
 - i. Plan and perform unit-testing activities.
 - j. Respond promptly to any problems resulting from contractor-provided fixes or changes during system acceptance testing, regression testing or in production.
 - k. Assist in the deployment of changes to OLA application code, data structures, or data to the TWDB test and/or production environments in close coordination with IT technical staff.
 - l. Meet with program and IT staff to investigate, devise corrections to, and per approval, implement fixes.
 - m. Provide on-the-job training and/or technical knowledge transfer of the OLA system to IT staff by working with IT technical staff to troubleshoot and resolve issues.
 - n. Assist IT project management staff with planning and coordination of maintenance upgrades for the duration of this maintenance period.
 - o. Participate in OLA technical maintenance meetings.
 - p. Review logs and system messages as needed to ensure the system is operating and performing adequately.
 - q. Notify IT Project Manager(s) of any past or probable system downtime.
 - r. Assist TWDB staff in modifying ad hoc reports.
 - s. Attend and participate in scheduled technical maintenance meetings.
 - t. Assist in onsite project management and provide technical guidance as needed.
 - u. Assist TWDB staff in analyzing and implementing Data Change Requests (DCRs).

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- v. Update any outdated URLs contained within OLA interfaces.
- w. Develop, test and deploy 200 hours' worth of Enhancements. These include but are not limited to the changes identified in the attached Appendix. The requirements may be found in Appendix A and Mockups in Appendix B.

2. TWDB RESPONSIBILITIES - The TWDB shall:

- a. Provide a Contract Manager/Information Technology Project Manager point-of-contact.
- b. Provide access to appropriate data systems and information.
- c. Provide resources for oversight, implementation and deployment of releases.
- d. Provide resources to assist the Contractor in configuring the software.
- e. Provide on-site space for Contractor personnel including office space with connectivity, meeting room, and testing areas as needed.
- f. Ensure Contractor provided equipment meets TWDB hardware and software standards prior to connecting to the TWDB Network.

3. CONTRACTOR RESPONSIBILITIES - The Contractor shall provide:

3.1 STATUS REPORTS

- a. During the Maintenance period the Contractor shall submit monthly status reports on activities outside of regular maintenance. The monthly reports shall be delivered to the TWDB OLA Project Manager no later than the 10th of the following month.

3.2 CONTRACTORS PERSONNEL/STAFF REQUIREMENT

- a. Assist in the deployment of changes to OLA application code, data structures or data to the TWDB test and production environments in close coordination with TWDB technical staff.
- b. Modify and/or deploy any ad hoc reports.
- c. Assist with the planning and coordination of the Environmental Protection Agency (EPA) upgrades.
- d. Shall create and/or maintain/update OLA user's guide/manual, data model, as well as additional documentation to include requirements, design and other deliverables as requested by TWDB. Updates shall be done at least twice per year.
- e. Shall create and maintain/update OLA database dictionary post major structural changes to the OLA system. Updates shall be done at least twice per year.
- f. Reports and format standards will be approved in writing by the TWDB.
- g. Contractor Project Manager's (PM) primary responsibility shall be the day-to-day operation of the service in accordance with this LOA.
- h. Contractor PM shall be a permanent Contractor staff employee and shall serve as a constant primary point-of-contact for the TWDB.
- i. The TWDB recognizes that events beyond the control of Contractor such as death, physical or mental incapacity, long-term illness, or the voluntary termination of employment of the PM will require that Contractor propose a replacement. In the event that such a replacement is necessary, Contractor agrees that no personnel shall begin work on the project without prior written approval from the TWDB.
- j. The use of subcontractors or contract employees is permitted with prior approval from TWDB.

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On Line Loan Application System Software

- k. Proposed replacement personnel shall meet minimum qualifications and have experience comparable to the person(s) being replaced. Replacement personnel shall be provided at no additional cost with prior approval from TWDB.
- l. Contractor agrees that key personnel assigned to the TWDB shall remain available for the duration of the term of the purchase order, to the extent that this contract requires their services as long as that individual is employed by Contractor and until the contract end date is reached. TWDB understands that the contractor staff may have multiple project assignments outside this contract. Contractor shall work with TWDB to assign staff and schedule delivery of enhancement requests.

4.0 INITIAL TERM

September 1, 2017 through August 31, 2018.

4.1 OPTION TO RENEW SERVICES

There is no option to renew.

4.2 STOP WORK ORDER

The TWDB may issue a Stop Work Order, in writing, to the Contractor at any time. The Stop Work Order (SWO) shall provide the Contractor with notice of the facts underlying the determination to issue the SWO. The SWO may require an immediate cessation of work or the cessation of work at a definite future date. The SWO shall provide the Contractor with a definite limited time to cure the conditions underlying the SWO. If the Contractor fails to cure within 10 business days, then the Board may terminate this Agreement.

4.3 PRICING AND PAYMENT

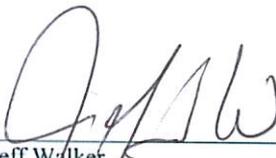
- a. The cost to provide the maintenance and service stated within this Agreement is \$4,166.66/per month for the first 11 months and \$4,166.74 for the 12th month for a total of \$50,000.00.
- b. Invoices will be processed monthly. Payment shall be due within thirty (30) calendar days from receipt of each invoice. The invoice must include the purchase order number and be sent directly to the Texas Water Development Board, Accounts Payable at PO Box 13231, Austin, TX 78711-3231 or emailed to invoice@twdb.texas.gov.

By executing this Letter of Agreement, the Contractor accepts the authority of the State Auditor's Office, under direction of the legislative audit committee, to conduct audits and investigations in connection with any and all state funds received pursuant to this Letter of Agreement. The Contractor shall comply with and cooperate in any such investigation or audit. The Contractor agrees to provide the State Auditor with access to any information the State Auditor considers relevant to the investigation or audit. The Contractor also agrees to include a provision in any subcontract related to this contract that requires the subcontractor to submit to audits and investigation by the State Auditor's Office in connection with any and all state funds received pursuant to the Letter of Agreement.

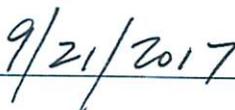
This Letter of Agreement is hereby entered into by:



Scott T. Glover
RFD & Associates
401 Camp Craft Road
Austin, TX 78746-6507



Jeff Walker
Executive Administrator
Texas Water Development Board



Date



Date

Appendix A - OLA Enhancement Requirements

App Ref #	Release	Program	Screen	Field	Issue Enhancement Request	Change Type
A8340	8	App	Legal Information - Revenue Pledge	Full Legal Name of Security	Expand App_Info.lgl_name_security field to a max of 250 characters	Database update
P8040	8	PIF	Project Description	Emergency Relief (CWSRF)	<p>When program type is CWSRF:</p> <ol style="list-style-type: none"> 1. Add new field to the database to store a Yes or No flag. 2. Add Question: "Is this proposed project Emergency Relief?" 3. Add two buttons, one labeled "Yes" and the other "No". 4. Add an entry text box with scrolling and wrapping functionality. 5. If "Yes" button is selected add the following Text: If "Yes", please provide a description of circumstances that justify emergency relief, and a timeline of expected project activity." <p>- Yes or No If Yes, the text box will be editable; If No, the text box will be grayed out Please include in PDF and update Audit changes.</p>	<p>New Functionality/ Screen Display</p> <p>See Mockup</p>
P8050	8	PIF	Project Description	Urgent Need (DWSRF)	<p>When program type is DWSRF:</p> <ol style="list-style-type: none"> 1. Add new field to the database to store a Yes or No flag. 2. Add question "Is the proposed project Urgent Need?" 3. Add two buttons, one labeled "Yes" and the other button labeled "No". 4. Add an entry text box with text scrolling and wrapping functionality. 5. If "Yes" button is selected add the following text, "If "Yes", please provide a description of circumstances that justify urgent need support, and a timeline of expected project activity". 6. If Yes, the text box will be editable 7. If No, the text box will be grayed out <p>Please include in PDF and update Audit changes.</p>	<p>New Functionality/ Screen Display</p> <p>See Mockup</p>
P8080	8	PIF	Estimated Costs	Anticipated Commitments	<p>Add table to screen titled Anticipated Commitments, with two radio buttons: One Time Commitment Multi-year Commitment</p> <p>Store values in database.</p> <p>Please include in PDF and update Audit changes.</p>	<p>New Functionality/ Screen Display</p> <p>See Mockup</p>
P8090	8	PIF	Estimated Costs	Anticipated Commitments	<p>If entity selects Multi-Year Commitment, display an attachment field with text: "Attach proposed schedule of multi-year commitment".</p> <p>Please include in PDF and update Audit changes.</p>	<p>New Functionality/ Screen Display</p> <p>See Mockup</p>
SWIFT 1010	8	SWIFT	Project Description	Project Description Label	<p>Change label "Project Description" to "Description of Proposed Project Components"</p> <p>Note: Please modify logic that may require change(s).</p>	<p>Screen Label</p> <p>See Mockup</p>
SWIFT 1020	8	SWIFT	Project Description	Emergency	<p>In the Emergency section remove check box and text, "Water Supply need occurs earlier than anticipated in the State Water Plan"</p> <p>Note: Please modify logic that may require change(s).</p>	<p>Check box and text</p> <p>See Mockup</p> <p>Note: Table dbo.project_info, field emergency_need_earlier_flag</p>

Appendix B – OLA Enhancement Mockups

[Return to PIF Management](#)

Project Description

A project may consist of one or more projects that are intended to address specific system conditions. B sections to which the entity responds "Yes." If the proposed project is the result of a disaster, describe a proposed project.

Name of Project [?]

Project Description (short) [?]

Project Description (long) [?]

What is the need for the proposed project? Please describe any current Health and Compliance Factor and/or MCL Violations and physical deficiencies.

If CWSRF, create a question: Is the proposed project Emergency Relief?

Create two buttons, "Yes" and "No"

Is this proposed project Emergency Relief?

Yes No

P8040

If selection is "Yes", the text box below the buttons is editable. If the selection button is "No", gray out the entry text box.

If "Yes," please provide a description of circumstances that justify emergency relief , and a timeline of expected project activity.

Appendix B – OLA Enhancement Mockups

[Return to PIF Management](#)

Project Description

A project may consist of one or more projects that are intended to address specific system conditions. B sections to which the entity responds "Yes." If the proposed project is the result of a disaster, describe a proposed project.

Name of Project [?]

Project Description (short) [?]

Project Description (long) [?]

Cost Category [?]

If DWSRF, create a question: Is the proposed project Urgent Need?

Create two buttons, "Yes" and "No"

Is the proposed project Urgent Need?

P8050

Yes No

If selection is "Yes", the text box below the buttons is editable. If the selection button is "No", gray out the entry text box.

If "Yes," please provide a description of circumstances that justify urgent need support, and a timeline of expected project activity.

Appendix B – OLA Enhancement Mockups

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Estimated Costs

Editing PIF #11082 - (OLA #117878)

Section 13

Cost Category	(a) Planning	(b) Acquisition	(c) Design	(d) Construction	(e) Total (a)+(b)+(c)+(d)
Check the phases for which CWSRF funding is desired during the fiscal year					
POTW Project: Treatment Project	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
POTW Project: Collection Project	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
NPS Project	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Estuary Management Project	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Engineering	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
General, Legal, Financial	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Contingency	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other (Describe Cost)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subtotal (Add all rows above)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Financing from Local Funds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Financing from Other Funds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subtotal, SRF-Funded Amount	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Note: A loan origination fee of 1.85% will be applied to any committed loan amount.

Anticipated Commitments	One Time Commitment	Multi-year Commitment
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Radio button Radio button

Add a new table labeled, "Anticipated Commitments, with two radio buttons: 1. "One Time Commitment", 2. "Multi-year Commitment".



Appendix B – OLA Enhancement Mockups

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Estimated Costs

Editing PIF #11082 - (OLA #117878)

Section 13

Cost Category	(a) Planning	(b) Acquisition	(c) Design	(d) Construction	(e) Total (a)+(b)+(c)+(d)
Check the phases for which CWSRF funding is desired during the fiscal year					
POTW Project: Treatment Project	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
POTW Project: Collection Project	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
NPS Project	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Estuary Management Project	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Engineering	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
General, Legal, Financial	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Contingency	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other (Describe Cost)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subtotal (Add all rows above)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Financing from Local Funds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Financing from Other Funds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subtotal, SRF-Funded Amount	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Note: A loan origination fee of 1.85% will be applied to any committed loan amount.

Anticipated Commitments
 One Time Commitment
 Multi-year Commitment

Radio button
 Radio button

When the Multi-year Commitment check box above is checked, display statement: "Attach proposed schedule of multi-year commitment" and include attachment functionality.

P8090

Attach proposed schedule of multi-year commitment.

Appendix B – OLA Enhancement Mockups



Logged in as laura.mcdonald@twdb.texas.gov | [Logout](#)

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Abridged Application

- Intro
- Abridged Application Roles
- Abridged Application Type
- General Info
- Service Area *
- **Project Description**
- Ready to Proceed
- Estimated Costs
- Additional Attachments
- Review

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Project Description

[Editing \(OL\)](#)

Name of Project
(As it appears in the most recent state water plan)

Where can Project be found in the most recent Regional Water Plan?

Project listed on page:

Capital costs on page:

Please attach a list of the public water systems served by the proposed project.

[+ Upload](#) [View](#) [Delete](#)

Only PDFs are allowed

~~Project Description~~ **Replace "Project Description" with "Description of Proposed Project Components"**

SWIFT 9010

Description of Proposed Project Components



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[Return to previous screen](#)

Abridged Application

- Intro
- Abridged Application Roles
- Abridged Application Type
- General Info
- Service Area *
- **Project Description**
- Ready to Proceed
- Estimated Costs
- Additional Attachments
- Review

Where can Project be found in the most recent Regional Water Plan?

Project listed on page:

Capital costs on page:

Please attach a list of the public water systems served by the proposed project.

[+ Upload](#) [View](#) [Delete](#)

Only PDFs are allowed

Project Description

Region

Phase(s) Applied For

- Planning
- Acquisition
- Design
- Construction

~~Remove check box and text, "Water Supply need occurs earlier than anticipated in the State Water Plan"~~

SWIFT 9020

Emergency
(select all that apply)

- Applicant's water supply will last less than 180 days.
- ~~Water Supply need occurs earlier than anticipated in the State Water Plan~~
- Applicant has received or applied for Federal emergency funding.
- None of the above.



RFD & Associates, Inc.

Vendor ID
1742736774700
URL
Vendor Website
(<http://www.rfdinc.com/contracts/texas-dir-tso-3845/>)
HUB Type
Woman Owned

DIR Contract Number
DIR-TSO-3845
Contract Term End Date
5/15/2019
Contract Exp Date
5/15/2021

Contact RFD & Associates, Inc.

Contact
Tom Lynch
(<mailto:dbits@rfdinc.com>)
Phone
(512) 628-2628
Fax
(512) 347-9412

Contact DIR

Contact
Elizabeth Lopez
(<mailto:elizabeth.lopez@dir.texas.gov>)
Phone
(512) 936-1428
Fax
(512) 475-4759

Contract Overview

RFD & Associates offers deliverables-based information technology services (DBITS) through this contract, specifically: application development, application maintenance and support, IT assessments/planning, project management, technology migration/upgrade, and independent verification/validation. This contract is for services only. No hardware or software products may be sold through a DBITS contract. Contracts may be used by state and local government, public education, other public entities in Texas, as well as public entities outside the state. Resellers are not available for this DBITS contract.

Contract Documents

N/A

Electronic and Information Resources (EIR) Accessibility

Information regarding Electronic and Information Resources (EIR) accessibility of this vendor's offerings is included in the contract. Agencies purchasing products or services are responsible for complying with Texas EIR Accessibility statute and rules, as defined in TGC 2054 Subchapter M, 1TAC 206, and 1 TAC 213. For additional information, visit the Vendor Website or contact the vendor directly.

Please note that some of the documents on this page are in the PDF format. Please [download the Adobe Reader \(http://get.adobe.com/reader/\)](http://get.adobe.com/reader/) in order to view these documents.

How To Order

- For product and pricing information, visit the [RFD & Associates, Inc. \(http://www.rfdinc.com/contracts/texas-dir-tso-3845/\)](http://www.rfdinc.com/contracts/texas-dir-tso-3845/) website or contact [Tom Lynch \(mailto:dbits@rfdinc.com\)](mailto:dbits@rfdinc.com) at (512) 628-2628
- Generate a purchase order made payable to RFD & Associates, Inc. and you must reference the DIR Contract Number **DIR-TSO-3845** on your purchase order.
- E-mail or fax your purchase order and quote form to your designated vendor sales representative.

[Show more](#)

Available Brands (0 total)

[Show more](#)

Available Products & Services (6 total)

Application Development
Application Maintenance and Support

Independent Verification and Validation
IT Assessments/Planning
Project Management

Show more

Commodity Codes (0 total)

Show more

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