

CCure 9000 Series T-Annual Software Support

1. REQUIREMENTS: This SOW is to provide CCure 9000 Series Software Support Agreement (SSA) to include ongoing maintenance, and support services to ensure the software remains functional, secure, and up to date.
 - 1.1. FUNCTIONAL SPECIFICATIONS: CCure 9000 Series SSA is used to manage the security and access system for all TxDOT Facilities.
 - 1.2. SYSTEM REQUIREMENTS: Vendor must:
 - 1.2.1. Specify the method that will be used to deliver the SSA details, login requirements, special system requirements or other requirements to ensure software is fully functional within the TxDOT environment.
 - 1.2.2. Obtain all applicable SSA documentation directly from the Manufacturer.
 - 1.2.3. Deliver the SSA information to entitlement details, and any associated documentation to TxDOT at SSD-SECURITYSUPPORT@txdot.gov.
 - 1.2.3.1. Delivery must occur within 24 hours of the Vendor's receipt of the SSA license keys from the Manufacturer.
 - 1.2.4. Confirm all information provided to be accurate, complete, and aligned with TxDOT's records.
 - 1.2.5. Promptly notify TxDOT of any delays, discrepancies, or issues impacting delivery or validity of the SSA.
 - 1.3. MAINTENANCE AND SUPPORT: Vendor must:
 - 1.3.1. Provide end user's direct support.
2. DEFINITIONS OF TERMS AND ACRONYMS
 - 2.1. Contract – Any Purchase Order (PO) or Blanket Purchase Order (BPO) resulting from this solicitation as listed in the Order of Precedence in the resulting PO or BPO.
 - 2.2. FLSA – Fair Labor Standards Act.
 - 2.3. PM – Project manager.
 - 2.4. POC – Point-of-contact.
 - 2.5. TxDOT – Texas Department of Transportation.
3. PRICING: Must be based on the pricing schedule.
4. ADDITIONAL INVOICING INSTRUCTIONS:

- 4.1. Prior to submitting the invoice, the vendor must submit, via email, documentation validating the invoice charges to the designated TxDOT representative to include, but not be limited to:

- 4.1.1. Maintenance/Support service dates

NOTE: Invoices requiring correction must be resubmitted with the same invoice number and clearly marked "corrected".

5. CONTRACT ADMINISTRATION: Administration of the contract is a joint responsibility of the TxDOT contract manager and TxDOT purchasing staff. Purchasing staff will be responsible for administering the contractual business relationship with the vendor.
 - 5.1. Any proposed changes to work to be performed, whether initiated by TxDOT or the vendor, must receive final written approval in the form of a Purchase Order Change Notice signed by the authorized TxDOT purchasing agent.
 - 5.2. Upon issuance of contract, TxDOT will designate an individual to serve as the contract manager and point of contact between the agency and the vendor. The contract manager does not have any express or implied authority to vary the terms of the contract, amend the contract in any way, or waive strict performance of the terms or conditions of the contract. This individual's contract management responsibilities include, but are not limited to:
 - 5.2.1. Monitoring the vendor's progress and performance and ensuring services conform to established specification requirements.
 - 5.2.2. Managing the financial aspects of the contract including approval of payments.
 - 5.2.3. Meeting with the vendor as needed to review progress, discuss problems, and consider necessary action.
 - 5.2.4. Coordinate access to TxDOT facilities, systems, and staff required to facilitate the work.
 - 5.2.5. Other areas as identified by the State of Texas Procurement and Contract Management Guide version 4.0.