

Change Order Request Form

1. Process

TXDPS and Contractor may incorporate additional services and enhancements that are within scope of the original contract awarded under TXDPS PO 405-16-Pxxxxxx. All Change Orders will be administered per the requirements of Section C.10 of the Statement of Work (SOW) to TXDPS 405-16-Pxxxxxx. An approved Change Order shall set forth the specific services to be performed by Contractor.

Contractor may commence work per the authorized Change Order only after a Contract Modification has been fully executed and a Purchase Order Change Notice has been issued to the Vendor by the Contract Administrator within Procurements and Contracts Services.

TXDPS Project Manager (PM), Contract Monitor, and Contractor shall estimate the work effort for this request by completing the following sections tables, and format of this request form with information specific to the particular work to be performed. Sections, Tables, and format outlined shall not be modified.

2. Scope

2.1. TXDPS requires Contractor to provide services related to: _____

Describe the specific business and functional requirements required (e.g. Hardware (HW) and software (SW) customizations, upgrades, programming services, project documentation, and successful testing of each required deliverable(s)): _____

2.2. TXDPS has identified the following, itemized services to be performed:

- 2.2.1. _____
- 2.2.2. _____
- 2.2.3. _____

2.3 Contractor shall deliver, through updates to this CO, the project detail necessary to address information commonly found within Implementation Plan, Project Plan, Schedule, and Pricing Quotes for enhancement services related to achieving he identified deliverables. The CO shall address the processes, sub-tasks, itemized costs and duration for completion of each deliverable and the Pricing shall set the associated cost. Tables 1, 2, 3, and 4 are provided as the tools to clearly itemize all identified deliverables.

2.2.4. Table 1 - Project Points of Contact and Responsibilities

Organization	Title / Responsibility	Name	Office Phone	Cell Phone	Email Address
TXDPS	Project Sponsor				
TXDPS	Project Manager				
TXDPS	Technical SME - Hardware				
TXDPS	Technical SME - Software				

TXDPS	Technical SME - Data transmission				
TXDPS	Contract Administrator				
TXDPS	Contract Monitor				
Organization	Title / Responsibility	Name	Office Phone	Cell Phone	Email Address
Contractor	Relationship Representative				
Contractor	Project Manager				
Contractor	Programmer				
Contractor	DBA				
Contractor	HW / SW SME				

2.2.5. Table 2 - Project Specific Roles & Responsibility

Table 2 – Roles and Responsibilities Matrix		Contractor	TXDPS
Project requirement / dependency #1			
Project requirement / dependency #2			
*primary (P)			

2.2.6. Table 3 - Project Schedule

W.O. Ref #	Deliverable Description	Date				Comments
		Due Date	Actual	Test / Review	Acceptance	
2.2.1	"Same info as is provided in section 2.2.x above"					
2.2.2						
2.2.3						

2.2.7. Table 4 - Pricing

W.O. Ref #	Deliverable - Description	Service Category / Description (e.g. Programmer) and Contractor's Employee Name	Qty of Hours	Hourly Rate	Cost Extension
2.2.1	"Same info as is provided in section 2.2.x above"				
2.2.2					
2.2.3					

2.3. Services are not complete until all testing and acceptance is successfully completed as defined in Section X of SOW. During the testing and acceptance period, Contractor shall capture and document performance issues identified by Contractor and / or reported by TXDPS and resolve all HW, SW, and programming defects. Time and materials used to resolve defects shall not be billed to TXDPS.

3. Risk and Issue Management

TXDPS Contract Monitor will update Section 3 with any and all pertinent and known risk and issue management items specifically related to this Change Order Request. Contractor will add information as necessary to ensure all possible risks and issue management items are clearly addressed during negotiations with TXDPS Business Division.

A Change Order is not consider active until both a Contract Modification and a Purchase Order Change Notice has been finalized the P&CS Contract Administrator.

If there is not a TXDPS PM associated with this Change Order Request, then Contract Monitor will be responsible for the PM tasks listed within this section. The following general procedure will be used to manage an active Change Order issues and risks:

- 3.1. TXDPS PM will identify and document project issues (current problems) and risks (potential events that impact the project).
- 3.2. TXDPS PM will assess, analyze and prioritize the impact and determine the highest priority risks and issues that shall be managed actively, according to priority, by Contractor.
- 3.3. Contractor must plan and schedule high-priority risks and issues assigning responsibility for risk management and issue resolution in a documented risk register or issues log, as determined by TXDPS.
- 3.4. Contractor must track and report the status of risks and issues, and communicate risk mitigation plans and issue resolutions using the risk register or issue log.
- 3.5. TXDPS PM will monitor and control the effectiveness of the risk and issue management actions.
- 3.6. Active issues and risks will be monitored and reassessed on a weekly basis by TXDPS PM and Contractor. Mutually agreed upon escalation and risk management processes will be defined at the outset of initiating the Change Order Request Form

4. Service Levels:

Contractor shall meet the following service levels for work performed under this CO. All Service Levels for this CO must meet the same standards as written in Attachment A – RFO Section C.6.

Meantime to Resolution (MTR): Upon verbal or written notification (Company Name) shall provide the following MTR's for defect resolution.

Time and materials applied to fix (Company Name) defects will not be billed to TXDPS.

- 4.1. Critical/blocker (system is down and non-usable – Severity 1) -- Respond within 2 hours, fix delivered in 4 hours or less.
- 4.2. High (system is functional but suffering from significant impact to operations – Severity 2) -- Respond in 2 hours, fix delivered in 24 hours or less.
- 4.3. Medium (system is functional, some impact to operations – Severity 3) – Respond in 2 hours, Fix delivered in 72 hours or less.
- 4.4. Low (minor issue, no impact to operations – Severity 4) – Respond in 2 hours, Fixed delivered based on prioritization of current workload.

4.5. These Service Level Agreement guidelines will apply to the testing and acceptance period and the application maintenance requirements per Section 6 of 405-15-Pxxxxx, SOW.

Time and materials applied to fix Contractor defects will not be billed to TXDPS.

5. Required Reporting and Communication:

Contractor shall:

5.1. Create and maintain a Risk and Issues Log.

5.2. The Contractor shall provide the Department PM with a weekly written progress report for each in-process Change Order. Reports will be submitted by 5:00 pm CT the following Monday of each week throughout the life of an active Change Order. Email submission of the progress report is acceptable.

5.3. Provide one (1) monthly status report; and, if requested by TXDPS, prepare and lead one (1) status meeting per week of no more than one (1) hour in duration.

5.4. Attend any required or requested meeting(s) or submit any requested documentation at TXDPS PM's discretion.

6. Pricing:

Contractor shall identify the pricing associated with this Change Order Request within Table 4 above. In addition Contractor shall ensure:

6.1. All pricing is provided per a deliverable basis, correctly identify the Service Category, and identify the Contractor employee providing the work.

6.2. Contractor's pricing shall be considered a fixed / not to exceed cost and match 405-15-Pxxxxxx, Section B, Pricing Schedule.

7. Change Order Authorization Signatures:

TXDPS Project Manager Date

Contractor's Authorized Agent Date

TXDPS Contract Administrator Date