



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

January 31, 2024
AGENDA ITEM #7

Discuss and consider approving an agreement with Freeit Data Solutions, Inc. for information technology services

Strategic Plan Relevance: Stewardship
Department: Information Technology
Contact: Cory Bluhm, Assistant Director of Information Technology and Toll Systems
Associated Costs: Not to exceed \$500,000
Funding Source: Operating Budget
Action Requested: Consider and act on draft resolution

Project Description/Background: The Mobility Authority requires an information technology (IT) consultant to provide technical advice and service in the procurement, installation, maintenance, operation, updating, upgrading, and security of computer hardware and software used to fulfill the Mobility Authority's mission and operations, including but not limited to: network servers, wireless and hard wired routers, switches, cables, desktop computers, laptops, netbooks, tablets, smart phones linked to the Mobility Authority's network, printers, monitors, and related infrastructure and equipment.

Previous Actions & Brief History of the Program/Project: The Mobility Authority has historically relied on GEC subconsultants to provide IT services. The Mobility Authority's IT team would like to directly retain a firm to provide IT consultant services.

Financing: Operating Budget

Action requested/Staff Recommendation: Staff recommends approving an agreement with Freeit Data Solutions, Inc. for IT consulting services.

Backup provided: Draft Resolution

CTRMA Information Technology Consultant Services
Statement of Work (dated 01/02/2024)
DIR Public Records Agreement - Freeit Data Solutions, Inc.
IT Consultant Services Statement of Work
DIR Vendor Agreement - Freeit Data Solutions, Inc. IT
Consultant Services Statement of Work

**GENERAL MEETING OF THE BOARD OF DIRECTORS
OF THE
CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY**

RESOLUTION NO. 24-0XX

**APPROVING AN AGREEMENT WITH FREEIT DATA SOLUTIONS, INC. FOR
INFORMATION TECHNOLOGY CONSULTANT SERVICES**

WHEREAS, the Central Texas Regional Mobility Authority (Mobility Authority) requires information technology consultant services for support of its daily operations; and

WHEREAS, information technology consultant services are available from Freeit Data Solutions, Inc. through Texas Department of Information Resources (DIR) Contract No. DIR-CPO-4863; and

WHEREAS, the Executive Director has negotiated a scope of work with Freeit Data Solutions, Inc. in an amount not to exceed \$500,000 for information technology consultant services which is attached hereto as Exhibit A; and

WHEREAS, pursuant to Texas Government Code Section 2054.0565 and Mobility Authority Policy Code Section 401.008, the Mobility Authority may use the DIR cooperative contract with Freeit Data Solutions, Inc. to procure information technology consultant services without the need to seek competitive bids; and

WHEREAS, the Executive Director recommends entering into an agreement with Freeit Data Solutions, Inc. in an amount not to exceed \$500,000.00 for information technology consultant services through their DIR contract.

NOW THEREFORE BE IT RESOLVED that the Board of Directors approves the scope of work for information technology services which is attached hereto as Exhibit A; and

BE IT FURTHER RESOLVED that the Executive Director is hereby authorized to enter into an agreement with Freeit Data Solutions, Inc. For information technology consultant services in an amount not to exceed \$500,000.00 through their cooperative contract with the Texas Department of Information Resources.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 31st day of January.

Submitted and reviewed by:

Approved:

James M. Bass
Executive Director

Robert W. Jenkins, Jr.
Chairman, Board of Directors

Exhibit A



Contract No: DIR-CPO-4863
TAX ID#: 27-2209002
Term: NET 30
FOB: Destination

Central Texas Regional Mobility Authority
 Greg Mack
 3300 N. I-35, Suite 300
 Austin, TX 78705
 Ph: (512) 996-9778
 gmack@ctrma.org

Quote Number: 43256
Quote Date: 1/2/2024
Expiration Date: 2/9/2024

Freeit Data Solutions, Inc.
 P.O. Box 1572
 Austin, TX 78767
 PH: (800) 478-5161 / FAX: (888) 416-0471

Freeit Contact: Andrew Neuenschwander
 (435) 640-3425 Andrew@freeitdata.com

Qty	Part Number	Description	Unit Price	Ext Price
CTRMA Monthly Managed Service				
Subscription				
45	FDSIG-RTNR-45	Monthly Retainer (hours)	\$175.00	\$7,875.00
66	FDSIG-SVC-BO365	Monthly Backup for Microsoft Office 365 (per account)	\$2.65	\$174.90
10	FDSIG-SVC-VOBC	Monthly Veeam Offsite Backup Copy (per TB)	\$50.00	\$500.00
25	FDSIG-SVC-VOPB	Monthly Veeam On-premise Backup (per VM)	\$50.00	\$1,250.00
21	FDSIG-SVC-NC-SVR	Monthly N-Central Server (per device)	\$17.50	\$367.50
65	FDSIG-SVC-NC-WRK	Monthly N-Central Workstation (per device)	\$3.50	\$227.50
1	FDSIG-SVC-DR-HA	Monthly Disaster Recovery/High Availability Service	\$2,050.00	\$2,050.00
1	FDSSEC-CS-NM	Monthly Cybersecurity Services - Network Monitoring	\$2,310.00	\$2,310.00
50	FDSSEC-CS-EP	Monthly Cybersecurity Services - Endpoint Protection (per endpoint)	\$20.00	\$1,000.00

List Total: \$35,010.89
 DIR Discounted Total: \$29,759.23
 Shipping and Tax not applicable: \$0.00
 Additional Discount: (\$14,004.33)
Monthly Total: \$15,754.90

Customer Signature of Acceptance **Date** **PO#**

By issuance of a PO, I acknowledge that I have the authority on behalf of my company to make purchasing decisions to order the items in this quote and to begin project initiation. This quote is subject to and will be governed by the Standard Terms and Conditions set forth by the State of Texas Department of Information Resources located at <https://dir.texas.gov/contracts/dir-cpo-4863> and will govern our relationship and any PO issued in relation to this quote. Any and all competing or conflicting terms and conditions are hereby unconditionally rejected. The order will renew automatically for successive terms. Automatic renewals may be canceled only by providing written cancellation no later than 60 days prior to the cancellation date.



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TAX ID#: 27-2209002
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 Greg Mack
 3300 N. I-35, Suite 300
 Austin, TX 78705
 Ph: (512) 996-9778
 gmack@ctrma.org

Quote Number: 432582
Quote Date: 1/2/2024
Expiration Date: 2/9/2024

Freeit Data Solutions, Inc.
 P.O. Box 1572
 Austin, TX 78767
 PH: (800) 478-5161 / FAX: (888) 416-0471

Freeit Contact: Andrew Neuenschwander
 (435) 640-3425 Andrew@freeitdata.com

Qty	Part Number	Description	Unit Price	Ext Price
CTRMA Security Awareness Training				
Training				
40	FDSIG-SVC-KB4	Annual Prepaid Security Awareness Training Service (per user)	\$17.00	\$680.00
			List Total:	\$1,511.11
			DIR Discounted Total:	\$1,284.40
			Shipping and Tax not applicable:	\$0.00
			Additional Discount:	(\$604.40)
			Annual Total:	\$680.00

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CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

Statement of Work

Information Technology Consultant Services

January 2, 2024

Contents

- 1. Introduction.....3
- 2. Background.....3
 - 2.1. Mobility Authority IT Infrastructure3
- 3. Scope3
 - 3.1. IT Hardware4
 - 3.2. Cybersecurity and Network Security4
 - 3.3. Data Backup and Retention.....4
 - 3.4. External System Interface.....4
 - 3.5. Internal Help Desk Ticket System4
 - 3.6. Inventory Management.....4
 - 3.7. Monthly Report5
 - 3.8. Other Tasks.....5
- 4. Acceptance5
- 5. Period of Performance5
- 6. Invoices.....5
- 7. Additional Considerations6
- 8. Information Security Guidelines.....6
- 9. Pricing6
- Appendix 1 – Pricing (Freeit)7
- Appendix 2 – Pricing (Freeit)8
- Exhibit A: Data Retention Guidelines9

1. Introduction

The Central Texas Regional Mobility Authority (Mobility Authority), a regional mobility authority and political subdivision of the State of Texas, is seeking a Vendor to provide information technology (IT) consultant services. Generally, the expected services include, but are not limited to the following: IT hardware, IT software, network operation, cybersecurity and network security, data backup and retention, external systems interface, internal Help Desk ticket system, inventory management, monthly reporting, and other tasks as assigned.

Joint ventures will not be allowed.

The Mobility Authority maintains two physical locations at which the requested services may be performed:

- Main Office: 3300 N I-35, Suite 300, Austin, Texas, 78705
- Traffic & Incident Management Center: 104 N Lynnwood Trail, Cedar Park, Texas, 78613

In no case does the issuance of this SOW or award to a Respondent guarantee any assigned work or fees.

2. Background

The Mobility Authority would like to directly contract with a Vendor for these services which have historically been provided to the Mobility Authority through a subprovider to one of the Mobility Authority's General Engineering Consultants.

The Mobility Authority has approximately 500 external users and 50 internal users on its network. Some local presence by the provider is strongly preferred, as occasional on-site maintenance and assistance will be required.

2.1. Mobility Authority IT Infrastructure

- Workstations
- Laptops
- Servers
- Switches/Firewalls
- Power Hardware/Backup
- Internet
- WIFI
- Telephone
- Email
- Software

3. Scope

The services to be provided to the Mobility Authority are the general IT services provided to multimodal transportation agencies such as the Mobility Authority. The Vendor will be expected to provide resources capable of performing the list of services as described below.

Generally, the expected services include, but are not limited to the following sections.

3.1. IT Hardware

Provide technical advice and support in procurement, installation, maintenance, operation, updating, and upgrading of IT hardware used to fulfill the Mobility Authority's mission and operations, including but not limited to: network servers, wireless and hard wired routers, switches, cables, desktop computers, laptops, netbooks, tablets, VOIP phone systems, smart phones linked to the Mobility Authority's network (whether owned by the Mobility Authority or by Mobility Authority officials, employees, or consultants), printers, monitors, and related infrastructure and equipment. IT Software

Provide technical advice and support in procurement, installation, maintenance, operation, updating, and upgrading of software and related licenses, and related services that support the IT hardware used to fulfill the Mobility Authority's mission and operations, including but not limited to the following: desktop and laptop imaging. Network Operation

Monitor the ongoing functionality of the Mobility Authority's IT systems and network, rapidly identify failures or needed improvements, and make timely repairs to retain the continuing functionality of the system including but not limited to the following: network upgrades, Cisco wi-fi network setup and maintenance, VMWare environment standup or upgrades, MS Azure migration.

3.2. Cybersecurity and Network Security

Provide an initial security assessment to include a report and recommendations to improve cyber- and network security. Provide technical advice and support necessary to secure the Mobility Authority's software, IT systems and network, to prevent unauthorized access, and protect against viruses, phishing scams, spam email and other illicit or malicious activities. Respond and resolve security incidents including ransomware, DOS attacks, or other security compromises. Assist with an annual third-party audit of cybersecurity and network security practices.

3.3. Data Backup and Retention

Provide for and support backup and protection of data contained on the Mobility Authority's servers and various hardware devices. Backup services will be required for Microsoft 365 Cloud servers and SharePoint sites in addition to on-premises servers and shall occur at least once daily. Data Retention shall follow the policy as outlined in Exhibit A.

3.4. External System Interface

Work with other Mobility Authority vendors to facilitate the procurement, installation, maintenance, operation, and upgrade of external systems that interface with the Mobility Authority's hardware devices and software.

3.5. Internal Help Desk Ticket System

Track and resolve internal user tickets utilizing Sigma's existing Help Desk ticketing system.

3.6. Inventory Management

Hardware inventory recommendations, asset management, reporting.

3.7. Monthly Report

Monthly reports to be provided with details of work completed, tickets resolved, hours spent by topic.

3.8. Other Tasks

Undertake such other tasks related to these Services as may be requested in writing by the Mobility Authority, in accordance with the Agreement.

4. Acceptance

The Vendor shall adhere to the following Service Level Agreements (SLAs):

Service Component	Scope	Basic Service Measurement
Average speed to answer (ASA) – Customer Support Issues	Customer Support calls answered - Measures the percent of calls responded to within the established response times per established priority levels.	During Support Hours: Support Hours – 8x5 (from 8 AM CST – 5 PM CST) with on-call support during off-hours on weekdays For in-scope support calls answered: ASA time: <= 1 hour Percentage of calls which must be answered within the target ASA to meet the service level agreement: >= 90%
		During Off-Hours and Weekend: For in-scope support calls answered: ASA time: <= 8 hours Percentage of calls which must be answered within the target ASA to meet the service level agreement: >= 90%

Liquidated damages will not be assessed but violations of the SLAs may impact the Mobility Authority’s consideration of the selected Vendor’s performance review.

5. Period of Performance

The Mobility Authority seeks to secure a contract with an initial term of two years, with three potential one-year extensions, subject to the Mobility Authority's periodic review, approval, and satisfaction with the Vendor’s performance. The Agreement may be terminated by the Mobility Authority at any time upon a stipulated notice period.

6. Invoices

The selected Vendor shall prepare and submit monthly invoices and progress reports to the Mobility Authority via email. The progress report shall include at a minimum the number of tickets/issues opened, worked, and completed during the prior period, including the type, category, or details of issues, and any planned system or network changes. Prior to any Mobility Authority system/network changes, which is defined as needed software updates to the system(s) or communication network updates, the selected Vendor shall obtain the Mobility Authority’s review and approval.

7. Additional Considerations

- Vendor shall indicate their agreement to comply with the confidentiality requirements stated in this SOW.
- If Vendor, or a subcontractor, officer, or employee of Vendor, will have access to a Mobility Authority computer system or database, then the Vendor shall ensure that such officer, employee, or subcontractor has also completed all state-required cybersecurity training.
- Any changes in scope, costs, and duration of the engagement must be approved in writing by CTRMA.

8. Information Security Guidelines

The Vendor shall assist with development of Information Security guidelines.

9. Pricing

See Appendix 1 and 2 (below)

Appendix 1 – Pricing (Freit)



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 Ph: (512) 996-9778
 gmack@ctrma.org

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Appendix 2 – Pricing (Freit)



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Freit Contact: Andrew Neuenchwander
 (435) 640-3425 Andrew@freitdata.com

Qty	Part Number	Description	Unit Price	Ext Price
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Training				
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DIR Discounted Total:				\$1,284.40
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Exhibit A: Data Retention Guidelines

Backups, Replication and Retention Policies

Veeam Backup and Recovery (BDR)

- CTRMA Primary Backup – Daily 12am, 12pm, and 6pm
 - Retention Policy - 45 Restore Points on Premises
 - Offsite Copy Job Copies to Wasabi – 15-day retention policy.
 - CTRMA-File
 - CTRMA-NAV
 - CTRMA-SQL01

- CTRMA Secondary Backup – Daily 12pm, and 6pm
 - Retention Policy – 120 Restore Points on Premises
 - Offsite Copy Job Copies to Wasabi – 15-day retention policy.
 - CTRMA-DC
 - CTRMA-Storage
 - CTRMA-VMail
 - CTRMA-DMS02
 - CTRMA-ZVM01

- CTRMA Tertiary Backup – Daily 2am
 - Retention Policy – 35 Restore Points on Premises
 - Offsite Copy Job Copies to Wasabi – 15-day retention policy.
 - CTRMA-DC02
 - CTRMA-MDT01
 - SMA 500v
 - Nagiosxi01
 - Waycare
 - CTRMA-Utility
 - VCSA7

- CTRMA Long-Term File Server Backup – Monthly – 4th Saturday - 2am
 - Retention Policy - 12 Restore Points
 - CTRMA-File

- CTRMA Long-Term DMZ Storage Backup – Monthly – 4th Saturday – 4am
 - Retention Policy - 12 Restore Points
 - CTRMA-Storage

- CTRMA SureBackup Job:
 - Takes latest restore point and tests its validity by booting into test environment.
 - All jobs from CTRMA Primary, Secondary, and Tertiary Backups are tested nightly.

Veeam for Azure

- CTRMA Azure Veeam Daily Backup – Daily 12pm
 - Retention Policy – 14 Days/Snapshots
 - Copied from Azure to Wasabi - 7 Day Retention Policy
 - irServer-0
 - GIS-Desktop-1
 - CTRMA-ServUMFT
 - ArcGISServer-02
 - ArcGISServer
 - ArcGISPortal-02
 - ArcGISPortal
 - ArcGISSirServer-02
 - ArcGISDesktop-02
 - ArcGISDataStore-02
 - ArcGIDDataStore

Veeam Office 365 Backups

- CTRMA – 365 Mailbox Backup – Daily 2AM to Wasabi Repository – 30 Day Retention Policy
- CTRMA – SharePoint Backup – Daily 2 AM to Wasabi Repository – 30 Day Retention Policy

Veeam Office 365 Backups

- CTRMA – 365 Mailbox Backup – Daily 2AM to Wasabi Repository – 30 Day Retention Policy
- CTRMA – SharePoint Backup – Daily 2 AM to Wasabi Repository – 30 Day Retention Policy

Zerto Disaster Recovery

Live replication to off-premise Sigma hosted disaster recovery site.

VMs being replicated:

- CTRMA-DC
- CTRMA-DC02
- CTRMA-File
- CTRMA-NAV
- CTRMA-SQL01
- CTRMA-Storage
- CTRMA-Utility
- CTRMA-VMail
- SMA 500v

Core Assets/Documentation

Sigma Information Group, Inc. | Central Texas Regional Mobility Authority | Dec 06, 2023 - 01:39pm

Public Records Act Agreement

Contractor acknowledges and agrees that all records, documents, drawings, plans, specifications and other materials in the Authority's possession, including materials submitted by Contractor, are subject to the provisions of the Texas Public Information Act (see Texas Government Code § 552.001). Contractor shall be solely responsible for all determinations made by it under such law, and for clearly and prominently marking each and every page or sheet of materials with "Trade Secret" or "Confidential", as it determines to be appropriate. Contractor is advised to contact legal counsel concerning such law and its application to Contractor.

If any of the materials submitted by the Contractor to the Authority are clearly and prominently labeled "Trade Secret" or "Confidential" by Contractor, the Authority will endeavor to advise Contractor of any request for the disclosure of such materials prior to making any such disclosure. Under no circumstances, however, will the Authority be responsible or liable to Contractor or any other person for the disclosure of any such labeled materials, whether the disclosure is required by law, or court order, or occurs through inadvertence, mistake or negligence on the part of the Authority or its officers, employees, contractors or consultants.

In the event of litigation concerning the disclosure of any material marked by Contractor as "Trade Secret" or "Confidential," the Authority's sole obligation will be as a stakeholder retaining the material until otherwise ordered by a court, and Contractor shall be fully responsible for otherwise prosecuting or defending any action concerning the materials at its sole cost and risk; provided, however, that the Authority reserves the right, in its sole discretion, to intervene or participate in the litigation in such manner as it deems necessary or desirable. All costs and fees, including reasonable attorneys' fees and costs, incurred by the Authority in connection with any litigation, proceeding or request for disclosure shall be reimbursed and paid by Contractor.

FREIT DATA SOLUTIONS, INC.



Dulari Christerson
Chief Operating Officer

**CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY**

James M. Bass
Executive Director

01/12/2024

Date

Date

DIR Vendor Agreement

This is to signify that the Central Texas Regional Mobility Authority and Freit Data Solutions, Inc. have entered into a two-year Agreement **in an amount not to exceed \$500,000.00** pursuant to Texas Government Code Section 2054.0565 utilizing Texas Department of Information Resources Contract No. #DIR-CPO-4863 for the deliverable-based information technology services described in this proposal. All terms and conditions of Texas Department of Information Resources Contract No. #DIR-CPO-4863 are applicable to and made part of this agreement.

FREEIT DATA SOLUTIONS, INC.



Dulari Christerson
Chief Operating Officer

01/12/2024

Date

**CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY**

James M. Bass
Executive Director

Date