

**AMENDMENT 2
TO
SERVICES AGREEMENT
BETWEEN
THE TEXAS A&M UNIVERSITY SYSTEM
AND JAMES C. COLSON**

This Amendment No. S (“Amendment”) serves to amend the Services Agreement, effective March 15, 2021, between The Texas A&M University System (“System”) and James C. Colson (“PROVIDER”), and is effective October 1, 2021 (“Amendment Effective Date”). System and PROVIDER agree to amend the agreement as follows:

2. TERM AND TERMINATION - delete section 2.1 and replace with the following:

2.1 *Period of Performance.* The period of performance starts on the Effective Date and shall end on December 15, 2021 (the “Term”).

3. CONSIDERATION AND PAYMENT – delete the second sentence of section 3.1 and replace with the following:

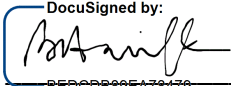
3.1 For the satisfactory performance of the Services in Attachment F, The A&M System will reimburse Provider the total fixed-price amount of Three Hundred Two Thousand dollars (Initial Funding \$198,000 plus additional funding \$104,000 = \$302,000) in accordance with the Provider’s Fee Payment Schedule described in Attachment F.

All other terms and conditions not hereby amended are to remain in full force and effect.

IN WITNESS WHEREOF, the Parties have signed this Agreement on the date indicated below their signatures.

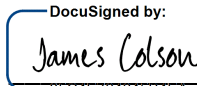


The Texas A&M University System:

DocuSigned by:

By: _____
BEECDB89EA78479...
Mr. Billy Hamilton
Deputy Chancellor & CFO

Date: 10/6/2021 | 20:50:37 CDT

James C. Colson:

DocuSigned by:

By: _____
85C4E764645B4EA...
James Colson
Consultant

Date: 10/6/2021 | 14:56:17 PDT

Attachment F – delete and replace with the following:

**Attachment F
TDEM Phase 2 Statement of Work**

Purpose

In response to a request from the Texas Division of Emergency Management, TAMUS established in March 2021—through the RELLIS Academic Alliance’s Center for Applied Research and Experiential Learning (CAREL)—an assessment team to conduct a critical process and capabilities assessment of COVID-19 related business and supply chain activities. This critical needs assessment included order management processes, disaster finance processes, logistics and warehouse processes, disaster response operational processes, and enterprise resource planning and management processes.

The assessment team interviewed staff and leadership within TDEM, shadowed the Disaster Finance activity, received demonstrations of the inventory management system, reviewed documentation related to business processes, and conducted research on TDEM and emergency management best practices.

Based on the assessment team’s interviews and data gathering efforts, the team identified two strategic imperatives:

1. Document, validate, and enhance business processes to enable end-to-end delivery of disaster management capabilities for the State of Texas; and
2. Develop and deploy dynamic, scalable, modular, and adaptable systems that accelerate and improve emergency management business processes.

The team recommended that TDEM implement these strategic imperatives by continuing to leverage TAMUS by utilizing RELLIS and CAREL to coordinate execution of the following roadmap:

- Phase 1: Conduct needs assessment and heat mapping. (Completed)
- Phase 2: Capture and validate business processes and define policies, standards, and taxonomies.
- Phase 3: Architect TDEM Digital Platform to enable financial accounting and logistics integration.
- Phase 4: Launch and expand TDEM Digital Platform that links financial management, supply chain, and operations throughout the disaster lifecycle.
- Phase 5: Design and develop education and training curricula and modules to support the business missions of TDEM.

Scope

The Texas A&M University System is leading the implementation of a Statement of Work focused on *Phase 2: Capture and validate business processes and define policies, standards, and taxonomies*. This larger effort focuses on the following:

1. Document and validate business processes;
2. Develop policies and standards that enable automation and provide TDEM elastic business processes. Include clear delineation of who is Responsible, Accountable, Consulted, or Informed (RACI) for the various processes;

3. Integrate TAMUS processes and tools into TDEM business processes with existing platforms and tools (e.g., AggieBuy, FAMIS); and
4. Define and establish an end-to-end business operations function, provided by Texas A&M's Sponsored Research Services (SRS), that supports TDEM in systems and business process modernization.

TAMUS is issuing a consulting agreement to provide senior level management consulting services to develop the framework to be used in the implementation of focus area #1 and #2 above and support the implementation of the other focus areas as necessary and relevant to the documentation and validation of TDEM's business processes. Consulting services will also include the support and advising of a TAMUS-selected business analyst team, which will be responsible for developing new business process maps as well as refining existing process mapping documentation.

Foundational artifacts

The implementation team will deliver the documentation of foundational roles, processes, standards, metrics, and systems that will underpin and enable architecting, creating, and launching the TDEM Digital Platform in Phases 3 and 4. The deliverables will include documentation of the:

- Comprehensive set of Roles for current needs as well as a first pass at expected future expansion
- Business processes within and across Preparedness, Response, Recovery and Mitigation
- Responsible, Accountable, Consulted, or Informed (RACI) delineation for all Roles / business processes
- Existing systems, tools, and infrastructure used to currently implement all business processes
- Standards that are either in use or already in plan (e.g. FIPS 201 for all IDs)
- Mission lifecycle definitions, metrics for each phase of the lifecycle, etc.

Approach

The Roles will be based on the Experience Framework referenced in the Platform section of the Phase 1 report. These set of Roles will be used as the basis for describing processes both within and across Preparedness, Response, Recovery, and Mitigation. For each of these processes, a clear indicator of who is singularly Accountable for the outcome, which Roles are Responsible for execution of the process, which Roles are bi-directionally consulted during the process execution, and which Roles are uni-directionally informed of the status of the process and the outcome.

The TDEM Digital Platform (DP) will serve five types of users (Roles):

- **Consumers** – those that request and receive goods and services as assistance during incidents.
- **Suppliers** – those that deliver goods and services to benefit consumers during incidents.
- **Stakeholders** – those that provide funds and set policies on use of those funds to enable Suppliers to satisfy Consumers requests.
- **Creators** – those that design, develop, deliver, maintain, and evolve the DP to meet changing agency needs and all hazard threats.
- **Providers** – those information technology and operational technology professions who operate the DP and ensure optimal engagement between Consumers and Suppliers.

The existing systems, tools, infrastructure, metrics and standards will be documented in the context of the Engagement Platform model which will be used to define the TDEM Digital Platform. The TDEM Digital Platform will be a system of systems, where each subsystem directly improves the experience of one or more Roles in the Experience Framework.

Business Processes identified in Phase 1 such as disaster finance processes associated with purchase order processing, invoice processing, vendor payment processing, grants management, logistics and warehouse, inventory management, disaster financial reimbursement processing, order entry, vendor management, and customer management will be included in this Deliverable

Process descriptions will use standard business process models (either Swim Lane, Value Streams, or a functionally equivalent model as mutually agreed to by TDEM leadership and TAMUS team by week 2 of Phase 2). Processes will identify roles, actions, per-action RACI (responsible, accountable, consulted, or informed) information, timing constraints, and, as appropriate, controls, notifications, and Key Performance Indicators (KPIs). A consistent set of terms, lexicons, and taxonomies that will serve as the foundation for fields in the digital platform will also be documented.

Deliverables Schedule

Deliverable	Due Date(s)
Process Capture and Decomposition Framework	NLT 6/30

Period of Performance

The period of performance for Phase 2 is May 15, 2021-December 15, 2021.

Place of Performance

Execution of all tasks to create the deliverables will be conducted on-site at TDEM or in support team locations, based on the requirements for successful performance of the work.

Payment Schedule

For initial funding: Equal installments will be made for the months of June (25% of award amount), July (25%), August (25%), and September (25). Invoices may be submitted after the 15th of each month.

For additional funding (10/1-12/15): Equal installments will be made for the months of October (40% of award amount), November (40%), and December (20%). Invoices may be submitted after the 15th of each month.