



**COMMISSIONERS COURT  
COMMUNICATION**

COURT ORDER NUMBER 145364  
PAGE 1 OF 10  
DATE: 6/3/2025

**SUBJECT: CONSIDERATION OF STATEMENT OF WORK - RFP NO. 2023-072 - ANNUAL CONTRACT FOR UNIFIED COMMUNICATIONS AS A SERVICE - INFORMATION TECHNOLOGY - GOTO TECHNOLOGIES USA, INC.**

**\*\*\* CONSENT AGENDA \*\*\***

**COMMISSIONERS COURT ACTION REQUESTED**

It is requested that the Commissioners Court consider a Statement of Work regarding RFP No. 2023-072, Annual Contract for Unified Communications as a Service, with GoTo Technologies USA, Inc.

**BACKGROUND**

On November 21, 2023, the Commissioners Court, through Court Order #142188, approved award of RFP No. 2023-072, Annual Contract for Unified Communications as a Service, for Information Technology, to General Datatech, L.P., in partnership with GoTo Technologies USA, Inc. as the software manufacturer and technical service provider.

Elections Administration conducts elections on various days of the week and at extended hours. To support this, there is a need to provide public access to Elections Administration staff through the call center during these non-standard operating hours. The proposed GoTo update will enable Elections Administration to manage and update the interactive voice response system independently, allowing for flexible extension of call center hours as needed.

The contract is effective through December 3, 2028.

The contract is attached for approval and signature. The Criminal District Attorney's office reviewed this contract as to form.

**FISCAL IMPACT**

Funding in the amount of \$75,000.00 is available in account 45100-2025 Non-Debt Capital/1810201000 Network Oper/Communication/540000 Capital Outlay.

SUBMITTED BY	Purchasing	PREPARED BY:	Elaine Johnson, CPPO, CPPB
		APPROVED BY:	Christopher Lax, CPSM, CPSD, CPCP

# Statement of Work



<b>SOW Start Date</b>	Upon signature of this SOW.
<b>SOW Expiration Date</b>	Upon completion of the development of the web GUI.
<b>Client</b>	Tarrant County

## 1. Summary

This SOW covers the work to build a GUI interface. This work is to be performed immediately following signature of this SOW and GUI contract. Included in this SOW are the expectations and responsibilities of both Tarrant County and GoTo to end the GUI build successfully.

## 2. Scope

This SOW covers the following services and Deliverables:

### Services

A. Develop GUI Interface to connect to IVR prompts and allow users to update the IVR prompts.

a. Using web development HTML coding, GoTo will provide a JavaScript interaction to the backend server APIs. If code needs to be updated due to security or additional changes, maintenance on the programming will be included and provided by GoTo.

i. Responsibilities of Tarrant County (this will apply for all professional service contracts signed.)

- Provide the following to GoTo's Team:

- Remote Access to a Windows 2019 Server Dual Processor and minimum of 8 GIGS of RAM.
- The following software is required:
  - Apache or nginx latest release.
  - Node JS16
  - JavaScript Libraries previously provided.
- Network Connectivity to public APIs.
- User access control to login to website.
- IP Address and Domain Name for server.
- Remote access to the server.

ii. Responsibilities of GoTo

- Setup Virtual Meetings with those identified by Tarrant County to work through system needs and requirements.
- Provide developers to develop web server call prompt GUI.
- Provide developers to develop web server closed prompt GUI.
- Provide maintenance and repair services for web server.
- Provide APIs into IVR call prompts.

- B. Training
  - a. Virtual User Training
    - i. Train users how to listen and update call prompts.

**3. Pricing and Payment Terms**

Pricing: The cost for all Onsite/Remote Services, Onsite/Remote Deliverables, and/or Onsite/Remote labor, as applicable for deployment, are as set forth below. Any additional costs or expenses incurred will require Tarrant County’s advance written approval. All costs listed below are based on the scope and assumptions included in this SOW and the rates established as part of the contract associated with RFP2023-072.

Payment of the total fee for professional services rendered by GoTo shall be due upon completion of User Acceptance Testing (UAT) and receipt of written approval from the County. GoTo will provide written notice to the County when UAT is complete. Upon receipt of this notice, the County shall have five (5) business days to provide written approval (via email acceptable) confirming that the services have been performed to the County’s satisfaction. The County may only reject the deliverables if they fail to materially conform to the agreed upon specifications set for forth in the Statement of Work (SOW). If the county does not provide written approval or documented concerns regarding the services within this timeframe, the services shall be deemed accepted by the County. All payments are due according to the Texas Prompt Payment Act, upon County’s written approval.

One Time Services/Deliverables	Price	Cost Structure
GUI Development – Flat rate of \$75,000	\$75,000	Flat rate of \$75,000
TOTAL	\$75,000	

Monthly Services/Deliverables	Price	Cost Structure
Managed Services Charge	\$300	This monthly service charge will be billed post go-live.
TOTAL	\$300	

Payment Terms: Tarrant County agrees to pay GoTo in accordance with the quoted costs in the Agreement. This agreement only governs the provision, tasks, and expectations of the items defined in Section 2.

**Agreed TO AND ACCEPTED BY:**

**Tarrant County**

**GoTo**

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Date)

SIGNED AND EXECUTED this \_\_\_\_\_ day of \_\_\_\_\_, 2025.

**COUNTY OF TARRANT  
STATE OF TEXAS**

By: Separate Electronic Signature Page  
Tim O'Hare  
County Judge

APPROVED AS TO FORM:

*Kimberly Colliet Wesley*  
Criminal District Attorney's Office\*

\*By law, the Criminal District Attorney's Office may only approve contracts for its clients. We reviewed this document as to form from our client's legal perspective. Other parties may not rely on this approval. Instead, those parties should seek contract review from independent counsel.



GoTo Technologies USA, LLC  
333 Summer Street, 5th Floor  
Boston, MA 02210-1702

**ORDER FORM**

**CONTACT INFORMATION.**

<b>Customer:</b> Tarrant County <b>Address:</b> 100 E Weatherford St Ste 503, Fort Worth, TX USA, 76196-0206  <b>Main Contact:</b> Amy Barnes <b>Email:</b> arbarnes@tarrantcountytx.gov  <b>Phone:</b> (817) 884-2249  <b>VAT/TVA/ABN Number:</b>	<b>GoTo Representative:</b>  <b>Name:</b> Ryan Hinton <b>Email:</b> ryan.hinton@goto.com  <b>Phone:</b> 385.387.3010  <b>QUOTE OR OID #:</b> Q-895622  <b>UID #:</b> 6031357147  <b>Opp ID #:</b> 2406137605601  <b>Quote Date:</b> 05-01-2025  <b>Quote Expiration Date:</b> 05-31-2025
--	---

**TERM & BILLING INFORMATION.**

<b>Payment Method:</b> Invoice <b>Term &amp; Billing Frequency:</b> Annual / Annual <b>Payment Terms:</b> Net 30
--

**AGREEMENT.**

*This Order Form is governed by the terms of the Terms of Service found at <https://www.goto.com/company/legal/terms-and-conditions> unless: Customer has a written agreement mutually agreed upon by GoTo for such Services, in which case such written agreement will govern; or (ii) to the extent otherwise set forth in the Supplemental Terms below. The foregoing shall exclude any terms and conditions referenced on a Customer purchase order and will incorporate the Contracting Entities Table and the Service Descriptions.*

**Supplemental Terms:** Notwithstanding anything to the contrary in the Agreement, the following supplemental Terms apply:

**Payment Terms for Professional Services:** Payment of the total fee for professional services and the start of monthly charges for managed services rendered by GoTo as set forth in the table below shall be due upon completion of User Acceptance Testing (UAT) and receipt of written approval from the County. GoTo will provide written notice to the County when UAT is complete. Upon receipt of this notice, the County shall have five (5) business days to provide written approval (via email acceptable) confirming that the services have been performed to the County's satisfaction. The County may only reject the deliverables if they fail to materially conform to the agreed upon specifications set forth in the Statement of Work (SOW). If the County does not provide written approval or documented concerns regarding the services within this timeframe, the services shall be deemed accepted by the County. All payments are due within 30 days of the County's approval or deemed acceptance. All payments are due according to the Texas Prompt Payment Act, upon County's written approval.

**Purchase Order Process:**

If the order is in excess of 50K USD, or this order's currency equivalent, GoTo requires a PO with the executed order in the name of the contracting entity noted above. Please complete:

**Require a PO?**

**Requires a PO, see below:**

Customer PO#:

PO Expiration Date (if applicable):

**SIGNATURES.** By signing below, the signatory represents it is legally authorized to enter into the Agreement and agrees to be bound to all terms contained in the Agreement.

<b>CUSTOMER:</b> Tarrant County		If Billing Contact is different than above, please provide:  <b>Billing Address:</b>  <b>Billing/Invoicing Contact:</b> <b>Telephone:</b> <b>Email:</b>
Signature:		
Name:		
Title:	Customer Authorized Signatory	
Date:		

**SERVICES & FEE SUMMARY.** You agree to use the Services in accordance with the applicable Use Levels. All fees are exclusive of VAT, GST and any other applicable taxes and/or fees.

Product Name	Purchase Type	Contract Term (Months)	Billing Frequency	Quantity	Unit Price (Monthly)	Total Price
GoTo Contact Center Pro Technical Account Manager (TAM) up to 10 hours	New	10	Monthly	1	USD 300.00	USD 3,000.00
Contact Center Pro Quality Management Installation	New	10	One-Time	1	USD 0.00	USD 0.00
GoTo Contact Center Pro Pro Service Hours	New	10	One-Time	1	USD 0.00	USD 75,000.00
<b>TOTAL AMOUNT:</b>						USD 78,000.00

The dates shown are based on the date the quote was created by the rep and these dates will adjust based on the date the contract is signed			
Service Start Date	03-01-2025	Billing Start Date	05-31-2025
Number of Free Months	3	First Invoice Date	06-01-2025

Contract End Date	12-06-2025
-------------------	------------

The dates shown are based on the date the quote was created by the rep and these dates will adjust based on the date the contract is signed			
Service Start Date	05-01-2025	Billing Start Date	05-31-2025
Number of Free Months	3	First Invoice Date	06-01-2025
Service Renewal Date	12-07-2025		



## PURCHASE ORDER CONFIRMATION FORM

Please select an option below (selecting only one):

- 1) My company has already raised a purchase order document and is providing it along with this signed order form
- 2) My company does not issue purchase orders
- 3) In Lieu of my company's standard purchase order and
- Have obtained all necessary approvals to release funds for this purchase and
  - Confirm the relevant invoice(s) can be paid without a reference to a purchase order number
- 4) My company has a standard purchase order and is unable to provide it right now. As a result,
- Will send the approved purchase order to GoTo within **4 business days** of signature date below.

<b>CUSTOMER LEGAL NAME:</b> Tarrant County
<b>Invoice To/Bill To ADDRESS</b> 100 E Weatherford St Ste 503, Fort Worth, TX USA, 76196-0206
<b>Billing Contact:</b> Amy Barnes <b>Billing Phone:</b> (817) 884-2249 <b>Billing Email:</b> arbarnes@tarrantcountytx.gov
<b>Please ensure the Invoice To/Bill To Address in addition to the Billing Contact information above is accurate. If not, please ensure to reach out to your GoTo Sales contact and provide correct billing information.</b>
<b>You agree to pay the contracted Total Price as per GoTo Quote or OID Reference Number: Q-895622</b>



## TAKINGS IMPACT ASSESSMENT CHECKLIST

Complete this form for any county action that involves the adoption of a regulation, policy, guideline, court resolution, or order.

Project/Regulation Name: Consideration of Statement of Work - RFP No. 2023-072 - Annual Contract for Unified Communications as a Service - Information Technology - GoTo Technologies USA, Inc.

County Department: PURCHASING

Contact Person: Melissa Lee, C.P.M., A.P.P.

Phone Number for Contact Person: (817) 884-3245

Type of TIA Performed: SHORT TIA or FULL TIA. Circle one after answering the questions in Sections II and III below.

\*\*\*\*\*

### I. Stated Purpose

Attach to this checklist an explanation of the purpose of the regulation, policy, guideline, court resolution, or order.

\*\*\*\*\*

**Note: The remainder of this Takings Impact Assessment Checklist should be completed in consultation with the Criminal District Attorney's Office.**

### II. Potential Effect on Private Real Property

1. Does the county action require a physical invasion, occupation, or dedication of real property?

Yes \_\_\_\_\_ No √

2. Does the county action limit or restrict a real property right, even partially, or temporarily?

Yes \_\_\_\_\_ No √

If you answered yes to either question, go to Section III. If you answered no to both, STOP HERE and circle SHORT TIA at the top of the form.

\*\*\*\*\*