based on priority, available funds, schedule and TTF approval. Additional support for Trns•port can be found on Cloverleaf at www.cloverleaf.net/support/.

F. Trns•port Services

Info Tech provides a variety of services to enable an Agency to efficiently utilize the licensed software. The main services available are:

- System Implementation
- System Migration
- Customized Training
- Full-Time On-Site Staff

System Implementation

When implementing Trns•port software, assistance is available from Info Tech business analysts and subject matter experts. The process begins with a Preliminary Analysis Study, which provides high-level information necessary for an Agency to make decisions concerning implementation of the selected Trns•port components. This study typically includes:

- Analysis of Agency operating environment as compared to current workflow with proposed Trns•port components. External interfaces, custom programs and data conversion recommendations are specified
- Identification of Agency personnel, roles and determination of training needs
- Identification of differences between the Agency's current reports and standard Trns•port reports
- Analysis of the technical questionnaire completed by the Agency specifying system configuration
- Development of cost estimate, proposed schedule and overall project plan

Info Tech can provide Implementation Services based on Agency needs. Examples are project planning, report customizations, recommended installation options, materials templates customizations, data conversion, user documentation customizations, network support and customized training.

System Migration

When migrating Trns•port software from an existing agency environment to a new platform, a smooth transition is key. Info Tech can assist in this process. For complex migration projects, Info Tech will conduct a Preliminary Analysis Study to review any existing code customizations, report modifications, interfaces and data conversion issues. The study includes a cost estimate, a proposed schedule and overall project plan.

Customized Training

Generic training sessions and information are available for all Trns•port products. However, Info Tech will work with an agency to customize a training approach that meets the agency's specific needs.

Product training is conducted using the agency's data whenever possible. For example, CES bid-based estimating training sessions are conducted using the agency's BAMS/DSS bid data when available. Parametric estimating training sessions require additional data analysis and libraries. In addition, agency data for projects, proposals, bid lettings, and contracts are used for exercises. The agency's business processes are also addressed during training.

Full-Time, On-Site Staff

While Info Tech more frequently works with agencies remotely, an on-site staff program is also available. This program was developed in response to customer requests for personalized, full-time, long-term service. Info Tech's on-site staff performs a wide range of implementation services, including project management and training.

G. Cloverleaf™: www.cloverleaf.net

Cloverleaf was developed for the AASHTO transportation construction community. Cloverleaf provides collaboration tools and information about Trns•port products and related services, support, events, newsletters, and more. While the general public can access Cloverleaf, some content can only be accessed by members affiliated with a state highway agency that currently licenses Trns•port. For more information contact Info Tech at (352) 381-4400 or e-mail info@cloverleaf.net.

H. Electronic Bidding

Info Tech developed Bid Express®, a web-based bidding information service designed exclusively for the highway construction industry. Bid Express lets contractors download bid information and bid electronically, avoiding errors and omissions in bids. It also gives contractors access to optional services such as Internet Bid Submission, On-Line Plan Sheets and Bid Tab Analysis. Bid Express works in conjunction with Trns•port Expedite, which is used by bidders and agencies for bid creation, submission and processing. Bid Express saves agencies time and money by eliminating redundant data entry and associated errors, enabling receipt of secure bids and bid bonds, and broadening the bidding audience. For more information, visit www.bidx.com.

AASHTO
Trns•port®
Transportation Software   Management Solution

Introduction to

Info Tech, Inc.
Trns•port Contractor

October 2005

info tech
The Information Technology Company

A. Info Tech Overview

Info Tech, Inc. was founded in the 1970s by two university professors, Dr. James McClave and Dr. Thomas Rothrock. Initially, the company focused on statistical and econometric consulting services, developing the first computerized methods for detecting collusive behavior in sealed bid markets. In the early 1980s, Info Tech established the software development division in response to client requests for specialized software for complex functions. Info Tech recently established a division to meet the IT services needs for clients, including network and security solutions.

Info Tech's corporate headquarters is located in Gainesville, Florida, with three regional offices: Atlanta, Georgia; Austin, Texas; Frederick, Maryland (DC area). In addition to our office locations, there are numerous Info Tech professionals working on-site with clients and transportation agencies across the US and in Manila, Philippines.

B. Trns•port Contractor

Trns•port is an integrated software system designed for managing transportation programs within large agencies, beginning with planning and estimation, and carrying through the development of bidding documents, letting and contract award, and management of construction operations through archiving of final project information and beyond.

Info Tech is the AASHTOWare® contractor for the Trns•port product suite. As contractor, Info Tech:

- Provides new development, enhancements, maintenance, and support per an annual MSE work plan and approved contract
- Provides technical expertise in the development of the strategic direction of the product
- Prepares recommendations, proposals, cost estimates and work plans for product development, technology and services

C. Trns•port Calendar

The typical annual MSE work plan involves the following high-level activities:

- July - Project Initiation, Detailed Plans
- Sept. - Recap of previous FY, Strategic Planning
- Oct. - TAG/TUG Support, Ballot Item Scope and Comments
- Nov. - Develop Proposals per TTF request from Ballot Results or other prioritized backlogs
- Dec. - Mid Year Product Updates/Releases as Needed

- Jan. - TTF TMR Backlog Review, Grouping, Removal of Obsolete, Next FY MSE/LRWP prep
- March - Selection and Planning of Next FY TMRs, June Release Content Lock
- June - End of Year Releases

D. Trns•port Development

With oversight by the TTF, Info Tech is responsible for the entire spectrum of software development and modifications to Trns•port software, including:

- Use of software development best practices and agile methodologies that strive towards high quality the and meeting of AASHTOWare strategic goals
- Platform Technology assessments and planning
- Requirements Analysis, Design, Documentation, Engineering, Testing and TTF Approval of Deliverables
- Collaboration with the TTF and, when appointed, TRTs (Technical Review Teams), to ensure Trns•port meets the requirements and needs of AASHTO members
- Configuration and Change Management
- Timely resolution of urgent or critical issues through Emergency Updates validated by the reporting Agency
- Delivery of annual Product Updates and Releases

Most enhancement requests are initiated by member Agencies. Based mainly on the results of the annual TUG Ballot process, the five-year LRWP, technology projections, strategic directions and Agency-proposed enhancements, the TTF directs Info Tech to perform new development and enhancements to Trns•port software.

For the next few years, an agile methodology will be used on Next Generation Trns•port (NGT), which will be developed incrementally in phases based on technology and business areas prioritized by the TTF. During the NGT initiative, current supported software components will be maintained as needed through updates and releases.

Product Updates, typically one per year, are comprised of maintenance TMR resolutions and, where applicable, warranty resolutions. Full Releases, typically one per year, are comprised of integrated maintenance, enhancements, technology upgrades and, where applicable, warranty resolutions.

E. Trns•port Support

Info Tech provides ongoing support to enable an Agency to install and use licensed software. The support is facilitated through Agency Account Managers as well as general customer support.

Account Managers

Info Tech provides implementation assistance, information sharing, relationship management, and issue resolution for Trns•port licensees through the expertise and guidance of Account Managers.

Account Managers build and maintain long-term relationships with customers. To support agency implementation needs, Info Tech Account Managers collaborate closely with Services and Development team members to maintain awareness of development activities and issue resolution. Account Managers are responsible for the following key objectives for each agency:

- Ensure delivery of proposals
- Demonstrate software products
- Solicit customer satisfaction feedback
- Monitor priority call tickets and error TMRs
- Maintain awareness of installations
- Periodic on-site visits
- Facilitate TTF agency status reports
- Get to know customers, understand their needs, and present viable solutions

Customer Support

Info Tech provides customer support for Trns•port and shared products. This support is facilitated by a team of professionals who are committed to customer satisfaction. The support team includes Customer Support Specialists who are the initial points of contact for support requests. The Support Specialist tracks call tickets, troubleshoots issues, and solicits help from other staff (when necessary) to provide a timely resolution. Other roles on the Support Team include, but are not limited to, Subject Matter Experts, Product Leads, and Developers who are able to provide in-depth product and/or business expertise to assist with issue resolution.

The preferred method of submitting a support request is to complete an electronic request form (ERF) at: www.cloverleaf.net/ERF/. Licensees may also request support by contacting Info Tech via:

- E-mail at customer.support@infotechfl.com
- Phone at (352) 381-4400

A call ticket is generated for each request and can be monitored from Cloverleaf. For each software problem Info Tech is able to verify, an error TMR is generated and posted to Cloverleaf. Resolution of maintenance TMRs is