

Attachment A
Tennessee Department of Transportation
Overweight and Overdimensional Permit Office
300 James K. Polk Building – 505 Deaderick Street
Nashville, TN 37243-0331
Phone (615) 741-5196 Fax (615) 741-1159

**Minimum and Recommended Procuring Party Desktop Computer Requirements
for the TDOT Oversize and Overweight Permitting System (TOOPS)**

In order to access TOOPS to purchase permits, the PC that will be used to apply for permits must possess the following minimum hardware requirements:

<u>ITEM</u>	<u>MINIMUM</u>	<u>RECOMMENDED</u>
CPU	Intel Pentium 233 MHz	Intel Pentium 350 MHz or greater
RAM	128 MB	512 MB or greater
Free Hard Drive Space	256MB	256 MB
Operating System	Win XP	Win XP or greater
Browser	Internet Explorer 6.x	Internet Explorer 7.x or greater
Monitor Resolution	VGA(800x600)	VGA(800x600) or greater
Internet Connection	DSL	High-speed Cable or greater

Attachment B



STATE OF TENNESSEE
Acceptable Use Policy
Network Access Rights and Obligations
User Agreement Acknowledgement

As a user of State of Tennessee data and resources, I agree to abide by the Acceptable Use Network Access Rights and Obligations Policy and the following promises and guidelines as they relate to the policy established:

1. I will protect State confidential data, facilities and systems against unauthorized disclosure and/or use.
2. I will maintain all computer access codes in the strictest of confidence; immediately change them if I suspect their secrecy has been compromised, and will report activity that is contrary to the provisions of this agreement to my supervisor or a State-authorized Security Administrator.
3. I will be accountable for all transactions performed using my computer access codes.
4. I will not disclose any confidential information other than to persons authorized to access such information as identified by my section supervisor.
5. I agree to report to the Office for Information Resources (OIR) any suspicious network activity or security breach.

Privacy Expectations

The State of Tennessee actively monitors network services and resources, including, but not limited to, real time monitoring. Users should have no expectation of privacy. These communications are considered to be State property and may be examined by management for any reason including, but not limited to, security and/or employee conduct.

I acknowledge that I must adhere to this policy as a condition for receiving access to State of Tennessee data and resources.

I acknowledge that I have read the Computer Crimes Act and the State of Tennessee Security Policy 4.00 Access. I understand the willful violation or disregard of any of these guidelines, statute or policies may result in my loss of access and disciplinary action, up to and including termination of my employment, termination of my business relationship with the State of Tennessee, and any other appropriate legal action, including possible prosecution under the provisions of the Computer Crimes Act as cited at TCA 39-14-601 et seq., and other applicable laws.

I have read and agree to comply with the policy set forth herein.

Type or Print Name

Last 4 digits of Social Security Number

Signature

Date

Unit: _____ RACF ID: _____

Tennessee Oversize/Overweight Permitting System (TOOPS) Request for Training

Cambridge Systematics provides **required** training on the Tennessee Oversize/Overweight Permitting System (TOOPS) to customers of the Tennessee Department of Transportation. If you agree to the terms contained in this Request for Training, fill out the form on the next page, have an authorized signatory sign where indicated, and return with a cashier's check to the address below the form.

There are two training classes:

1. **Introduction to TOOPS (required)** - A 90-minute review of the TOOPS system from the perspective of a customer. You will learn to access the system, submit permit applications, retrieve the status of existing applications, and print issued permit documents. In addition, you will learn about the escrow payment process and e-mail notifications. Cost - \$475 per company.
2. **XML for TOOPS (optional)** - A 60-minute review of how to use eXtensible Markup Language (XML) to submit batches of permits using information derived from your existing systems. Using XML may reduce the amount of time your staff spends on each application! Only information technology professionals with XML knowledge should sign up for this course. Cost - \$275 per company.

The courses are taught using a "webinar" demonstration format. A dial-in teleconference number will be provided, as well as access to a web site for the demonstration. The computers that will access the demonstration must meet the technical requirements for accessing the TOOPS system. Details of the session contact information will be provided at least three business days before the training date. Cambridge Systematics schedules training courses on nonholiday weekdays, between 9:00 a.m. and 3:00 p.m. Central Time.

**Tennessee Oversize/Overweight Permitting System (TOOPS)
Request for Training - Order Form**

Date:	
Company Name:	
Representative for Contact:	
Telephone Number:	
E-mail Address:	
Are you a carrier or a permitting service?	
Please circle the desired training option:	INTRO TO TOOPS ONLY: \$475
	INTRO TO TOOPS <i>and</i> XML for TOOPS: \$750
Please provide three preferred dates with proposed times for scheduling the training. Please select dates at least 14 days from today.	First Choice: _____ Second Choice: _____ Third Choice: _____

Please remit a signed copy of this form, with either a cashier's check or money order for the amount circled above, to the address below:

Cambridge Systematics, Inc.
 c/o TOOPS Training Request
 100 CambridgePark Drive, Suite 400
 Cambridge, MA 02140

Nothing contained herein is intended nor shall it be construed to convey any right, title, license, or interest in or to TOOPS to customers of Tennessee Department of Transportation.

You hereby agree to hold Cambridge Systematics (and its successors, assigns, and agents) free and harmless from and against any claims and liability arising by virtue of your acts or omissions or any user with regard to the use or operation of TOOPS.

You agree that Cambridge Systematics, Inc. shall not be responsible or liable to you for damages of any kind or type, including without limitation, direct, indirect, consequential, or special, or any and all costs and expenses associated with your participation in the training or your use of or the operation of TOOPS.

You agree that you shall not:

- Reverse engineer, decompile, nor disassemble TOOPS;
- Reproduce, publish, nor otherwise distribute TOOPS;
- Assign or transfer TOOPS nor delegate your duties under this Agreement; or
- Modify TOOPS nor create derivative or modified works using TOOPS except as expressly permitted by Cambridge Systematics or Tennessee Department of Transportation pursuant to a separate written authorization.

You further agree that you will take appropriate action by instruction, agreement, or otherwise with your employees to satisfy your obligations under this Agreement.

After completing the training, you will be authorized to use TOOPS solely for the purpose of purchasing, managing, and generating your Tennessee oversize and overweight applications and permits.

TOOPS is the proprietary information and trade secret of Cambridge Systematics and ownership rights, patents, and copyrights to TOOPS lie with Cambridge Systematics.

CAMBRIDGE SYSTEMATICS GRANTS NO WARRANTIES, EITHER EXPRESS OR IMPLIED, IN RESPECT TO TOOPS. ALL IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXPRESSLY EXCLUDED.

This Order Form represents the entire and integrated agreement between the parties and supersedes all prior communications, understandings, representations, or agreements, whether written or oral, express or implied. Any handwritten edits to the foregoing terms and conditions will not be of any force or effect unless initialed by both parties hereto. Any modification or amendment of this Order Form must be in writing and signed by the parties. All amendments or modifications of this Order Form shall be binding upon the parties despite any lack of consideration so long as the same shall be in writing and executed by both parties.

By signing below, you hereby agree to be bound by all of the terms and conditions set forth herein.

_____ Co. Cambridge Systematics, Inc.

By: _____

By: _____

Date: _____

Date: _____

Attachment D

Customer Support. Cambridge Systematic (CS) provides TOOPS users technical support of only system-wide issues at no cost to the Procuring Party through an existing contract with TDOT. A system-wide support issue is a defect or other problem that is experienced at multiple customer installations simultaneously, for example, if the link to create a new permit application is no longer visible. A support issue that is not considered system-wide would be one that is isolated to a particular customer and installation. Examples of the latter include but are not limited to issues with web browser or operating system configuration.

Support is available from 7:30am to 4:30pm, Monday through Friday, excluding holidays. Support can be accessed by telephone (866-284-7627) or by email (toopshelp@camsys.com).

Every time a support call is received from a customer, CS will conduct preliminary research to determine which category the issue falls under (system-wide problem versus customer specific), and will notify the customer of the expected timeframe and level of effort required to resolve the problem. If it is determined that the issue is not with the TOOPS system, the customer will be notified of the issue, and the request will be closed.

All incoming calls and e-mails will be tracked in a support database and will be assigned to the appropriate support personnel and followed up on accordingly. All support calls and e-mails will be assigned a unique support event identifier, which will be provided to the initiator. Under normal circumstances the support technician answering the initial call will be able to determine immediately whether a call is system-wide versus customer specific. The support technician also will have access to a list of commonly reported problems that can be referenced in real time during the initial call. In the case of e-mail requests, upon receipt and review by a support technician, the customer will be contacted and staff from CS will notify them that their request has been received, will explain whether the problem is a system-wide problem or a customer specific problem, and will explain the steps that must be taken to resolve the issue.

Problems that cannot be solved by the initial point of contact will be escalated to the next level of designated support personnel. The hours of operation for the customer support desk will be 8:30am to 5:30pm edt. The toll free number is connected to a voicemail box where customers will be instructed to leave a detailed message, or contact the operator if there is no answer.

For all other questions pertaining to the State of Tennessee's oversize/overweight regulations and business processes you should continue to contact the Tennessee Department of Transportation Permit Office.