Appendix 2, Amendment 5 to Master Services Agreement

August 6, 2019

Change Log

CCR/CN	Amendment	Date	Description
CCR-000291	Amendment 1	3/31/2018	• Updated the RU Optional Services Pricing for APM on Tab 4. • Updated the formula for Lower Threshold on Tab 5 for Y2+. Inadvertently not updated in final agreement. • Updated Transition Milestone APM-11 to include the transition APM pricing, Tab 7. • Updated the Pricing Bridge tab to break out the transition pricing for Amendment 1, row 24, and added total revised charges on row 36. • The Summary Charges tab automatically updated for Year 1 Transition charges and Totals with updated APM pricing.
CCR-000312	Amendment 2	8/24/2018	ODP updates were made to the Pricing Bridge, Summary Charges and Fixed Charges tabs effective 9/1/2018.
CCR-000345	Amendment 3	5/1/2019	• Database encryption charges were added to the Pricing Bridge, Summary Charges and Fixed Charges tabs effective 5/1/2019. • Clarified Tx.Gov note on 3 - Variable Charges and 5 - Pricing Bands tabs to remove the reference to TnT effective 9/1/2018.
CCR-000347	Amendment 4	6/6/2019	• Added DRaaS Custom Full Recovery Exercise pricing on Tab 4, Optional Services. • On Tab 4, Optional Services, updated the unit of measure for three RUs to align with Exhibit 4.0.
CCR-000XXX	Amendment 5	8/6/2019	On Tab 3, Variable Charges: • Revised the percentage for the Constituent Help Desk from 5.77% to 7.5% for Y1/FY19 effective 9/1/2018. • Revised the Cloud Management dollars in FY20 resulting in a percentage increase. • On Tab 2, Fixed Charges, FY19 and FY20 revisions were made in the MSI Shared Services Systems and Processes line item for Cloud management module. • On Tabs 8 and 9, the Rate Card and Rate Card Categories, added a new resource category, Senior Service Design Advisor and added hourly, monthly, and annual amounts effective August 2019. • On Tab 9, Rate Card Categories, removed the orange highlighting on rows 42-70 (clean-up). • Updated the Summary Charges tab to reflect the revisions to the fixed charges, variable charges and transition milestones. • On Tab 7, Transition Milestones, split the payment milestone for CLM-06 by adding CLM-08, dollars in Y2 and CLM-06, dollars in Y3. • Updated the pricing bridge to reflect the changes.

State of Texas

Department of Information Resources

Exhibit 4.1

Pricing Structure

Multi-Sourcing Services Integrator

DIR-ESS-MSI-407

August 6, 2019

SOW to Charges Mapping

Respondent should use the table below as a guide to price the Services defined in Exhibit 2.1 in the appropriate Charges category.

NOTE: Services defined in Exhibit 2.1 Multi-sourcing Service Integrator Statement of Work Section 6 - MSI Operations should be accounted for in cooresponding fixed/variable Charge category and not separately priced.

	Charge Category	SOW Section				
	Enterprise Fixed Charges					
	Account Management	all				
	Strategy Management	4.10				
	Portal / Service Catalog / Communications	2.1	2.2	2.3	2.5	
	Outreach and Growth	2.6				
	Change Management & Release	3.6	3.12			
	Major Incident Management	3.1.5				
	Operational Intelligence	4.1				
	Application Portfolio Management	3.9.3	3.9.4			
	MSI Shared Services Systems and Processes	1.3				
	Service Component Fixed Charges					
	Event Management	5.1				
	Information Security Management / Risk Management	3.3	4.8			
(d)	DQM / CMDB / Asset Management / SWLM	3.7	3.8	3.9	5.2	
	Service Delivery and Capacity Mgt	4.6	4.7			
	Service Level Management / Availability	4.2	4.3			
	IT Financial Management	4.4				
	Variable Charges					
(a)	Service Desk / Incident & Problem / Request / Access	2.4	3.1	3.2	3.4	3.5
	Cloud Management and Workflow Orchestration	5.3	5.4			
	Project Management	3.5.5	3.11			
	Service Portfolio Management	4.9				
(b)	IT Service Continuity Management	3.10				
(c)	Customer Relationship Support	4.5				
	Customer Account Management	4.5.2				
	Constituent Help Desk	2.4				
	Optional Services					
	Program Management	3.11.1.2; see Rate Card descriptions				
	DR Full Recovery Exercise	3.10.3	3.10.4			
	DR Customer Tabletop Exercise	3.10.3	3.10.4			
	DRaaS Support	SOW 2.3, section 2.6				

(a) excludes 3.1.5, Major Incident Management, excludes 3.5.5 Request For Solution (RFS)
(b) excludes 3.10.3 and 3.10.4 (included in Optional Services)
(c) excludes 4.5.2, Customer Account Management, and 4.5.5, Customer Demand Management
(d) excludes 3.9.3 and 3.9.4, Application Portfolio Management

Pricing Bridge

						Option Years				
	Year 1 (FY19)	Year 2 (FY20)	Year 3 (FY21)	Year 4 (FY22)	4 Year Total	Year 5 (FY23)	Year 6 (FY24)	Year 7 (FY25)	Year 8 (FY26)	8 Year Total
Charges										
MSI Services Charges	$ 18,609,346	$ 17,629,251	$ 17,499,068	$ 16,824,372	$ 70,562,037	$ 16,747,943	$ 16,887,525	$ 17,114,733	$ 17,315,495	$ 138,627,733
Adjustments										
Amendment 2 - ODP Fixed Charges	$ 20,759	$ 19,264	$ 18,441	$ 17,673	$ 76,137	$ 17,578	$ 17,632	$ 17,811	$ 17,986	$ 147,145
Amendment 3 - Database Encryption	$ 26,000	$ 78,000	$ 78,000	$ 78,000	$ 260,000	$ -	$ -	$ -	$ -	$ 260,000
Amendment 5 - Cloud Management Module	$ 27,500	$ 456,000		$ -	$ 483,500	$ -	$ -	$ -	$ -	$ 483,500
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
MSI Services Revised Charges	$ 18,683,605	$ 18,182,515	$ 17,595,509	$ 16,920,045	$ 71,381,674	$ 16,765,521	$ 16,905,157	$ 17,132,544	$ 17,333,481	$ 139,518,378
MSI Transition Charges	$ 7,770,908	$ 50,437	$ 355,726	$ -	$ 8,177,071	$ -	$ -	$ -	$ -	$ 8,177,071
Adjustments										
Amendment 1	$ 176,129	$ -	$ -	$ -	$ 176,129	$ -	$ -	$ -	$ -	$ 176,129
Amendment 5 - Cloud Management Module	$ -	$ 170,000	$ (170,000)	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (describe)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
MSI Transition Revised Charges	$ 7,947,037	$ 220,437	$ 185,726	$ -	$ 8,353,200	$ -	$ -	$ -	$ -	$ 8,353,200
MSI Total Revised Charges	$ 26,630,642	$ 18,402,952	$ 17,781,235	$ 16,920,045	$ 79,734,874	$ 16,765,521	$ 16,905,157	$ 17,132,544	$ 17,333,481	$ 147,871,578

Total Charges (Annual Amounts in $)

						Option Years				
	Year 1 (FY19)	Year 2 (FY20)	Year 3 (FY21)	Year 4 (FY22)	4 Year Total	Year 5 (FY23)	Year 6 (FY24)	Year 7 (FY25)	Year 8 (FY26)	8 Year Total
Total MSI Charges										
Fixed Charges (a) (c) (d)	$ 12,412,119	$ 11,820,092	$ 11,466,580	$ 10,951,389	**$ 46,650,180**	$ 10,880,523	$ 10,964,321	$ 11,114,690	$ 11,220,759	**$ 90,830,473**
Variable Charges (b) (d)	$ 6,271,486	$ 6,362,423	$ 6,128,929	$ 5,968,655	**$ 24,731,493**	$ 5,884,999	$ 5,940,836	$ 6,017,854	$ 6,112,723	**$ 48,687,905**
Pass-Through Charges	$ -	$ -	$ -	$ -	**$ -**	$ -	$ -	$ -	$ -	**$ -**
Subtotal	**$ 18,683,605**	**$ 18,182,515**	**$ 17,595,509**	**$ 16,920,044**	**$ 71,381,673**	**$ 16,765,522**	**$ 16,905,157**	**$ 17,132,544**	**$ 17,333,482**	**$ 139,518,378**
Transition Charges	$ 7,947,037	$ 220,437	$ 185,726	$ -	**$ 8,353,200**					**$ 8,353,200**
Total Charges	**$ 26,630,642**	**$ 18,402,952**	**$ 17,781,235**	**$ 16,920,044**	**$ 79,734,873**	**$ 16,765,522**	**$ 16,905,157**	**$ 17,132,544**	**$ 17,333,482**	**$ 147,871,578**

(a) Fixed charges increased for ODP services effective 9/1/18.
(b) ODP charges exclude Optional/Future Considerations and Audit Services
(c) Fixed charges increased for ITSM system database encryption at rest services effective 5/1/19.
(d) Increase due to Cloud Management Module.

Fixed Charges (Annual Amounts in $)

Fixed Charges - Fill out blue highlighted areas of worksheet with annual fee for each service.

						Option Years				
	Year 1 (FY19)	Year 2 (FY20)	Year 3 (FY21)	Year 4 (FY22)	4 Year Total	Year 5 (FY23)	Year 6 (FY24)	Year 7 (FY25)	Year 8 (FY26)	8 Year Total
Enterprise Fixed Charge										
Account Management	$ 632,598	$ 366,433	$ 373,213	$ 383,995	$ 1,756,239	$ 395,234	$ 405,054	$ 415,066	$ 425,338	$ 3,396,931
Strategy Management	$ 550,014	$ 527,547	$ 536,926	$ 552,045	$ 2,166,532	$ 568,607	$ 582,734	$ 597,139	$ 565,002	$ 4,480,014
Portal / Service Catalog / Communications	$ 857,882	$ 669,203	$ 633,205	$ 606,623	$ 2,766,913	$ 603,593	$ 606,449	$ 613,394	$ 620,494	$ 5,210,843
Outreach and Growth	$ 415,923	$ 437,872	$ 390,779	$ 381,880	$ 1,626,454	$ 386,034	$ 392,197	$ 400,522	$ 409,111	$ 3,214,318
Change Management	$ 791,469	$ 722,049	$ 662,674	$ 613,636	$ 2,789,828	$ 596,521	$ 591,712	$ 593,584	$ 596,109	$ 5,167,754
Major Incident Management	$ 719,255	$ 664,241	$ 608,877	$ 563,821	$ 2,556,194	$ 551,307	$ 548,055	$ 550,370	$ 552,711	$ 4,758,637
Operational Intelligence	$ 190,646	$ 180,417	$ 170,306	$ 162,772	$ 704,141	$ 161,768	$ 162,418	$ 164,200	$ 166,021	$ 1,358,548
Application Portfolio Management	$ 117,900	$ 102,472	$ 97,416	$ 92,951	$ 410,739	$ 88,881	$ 87,939	$ 88,289	$ 89,271	$ 765,119
MSI Shared Services Systems and Processes	$ 2,539,010	$ 2,851,604	$ 2,534,041	$ 2,526,442	$ 10,451,097	$ 2,489,557	$ 2,532,319	$ 2,582,262	$ 2,633,461	$ 20,688,696
Total	**$ 6,814,697**	**$ 6,521,838**	**$ 6,007,437**	**$ 5,884,165**	**$ 25,228,137**	**$ 5,841,502**	**$ 5,908,877**	**$ 6,004,826**	**$ 6,057,518**	**$ 49,040,860**

						Option Years				
	Year 1 (FY19)	Year 2 (FY20)	Year 3 (FY21)	Year 4 (FY22)	4 Year Total	Year 5 (FY23)	Year 6 (FY24)	Year 7 (FY25)	Year 8 (FY26)	8 Year Total
DIR Shared Services Fixed Charge										
Event Management	$ 184,931	$ 178,137	$ 525,413	$ 346,748	$ 1,235,229	$ 343,042	$ 343,067	$ 346,013	$ 348,860	$ 2,616,211
Security Management / Risk Management	$ 955,315	$ 834,115	$ 784,794	$ 746,107	$ 3,320,331	$ 739,773	$ 740,840	$ 747,892	$ 754,757	$ 6,303,593
DQM / CMDB / Asset Management / SWLM	$ 1,365,989	$ 1,347,691	$ 1,166,118	$ 1,103,947	$ 4,983,745	$ 1,092,151	$ 1,092,231	$ 1,101,606	$ 1,110,668	$ 9,380,401
Service Delivery and Capacity Mgt	$ 719,178	$ 692,754	$ 791,794	$ 764,552	$ 2,968,278	$ 764,184	$ 769,068	$ 778,985	$ 788,804	$ 6,069,319
Service Level Management / Availability	$ 1,297,600	$ 1,265,882	$ 1,267,389	$ 1,225,783	$ 5,056,654	$ 1,226,215	$ 1,234,677	$ 1,251,024	$ 1,267,229	$ 10,035,799
Financial Management	$ 1,074,409	$ 979,675	$ 923,635	$ 880,087	$ 3,857,806	$ 873,656	$ 875,561	$ 884,344	$ 892,923	$ 7,384,290
Total	**$ 5,597,422**	**$ 5,298,254**	**$ 5,459,143**	**$ 5,067,224**	**$ 21,422,043**	**$ 5,039,021**	**$ 5,055,444**	**$ 5,109,864**	**$ 5,163,241**	**$ 41,789,613**

Variable Charges

Variable Charges - This section summarizes the variable charge methodology for each service. See Exhibit 4 for more information.

Variable Charges - Fill out blue highlighted areas of worksheet with annual fee for each service, assuming no change in supported volumes year over year.

						Option Years				
Variable Charges (annual amounts in $)	**Year 1 (FY19)**	**Year 2 (FY20)**	**Year 3 (FY21)**	**Year 4 (FY22)**	**4 Year Total**	**Year 5 (FY23)**	**Year 6 (FY24)**	**Year 7 (FY25)**	**Year 8 (FY26)**	**8 Year Total**
MSI Charges Based on % of SCP Charges (a)										
Based on Enterprise SCP Charges										
Service Desk / Incident / Request / Access	$ 1,435,617	$ 1,348,488	$ 1,279,442	$ 1,250,561	$ 5,314,108	$ 1,275,832	$ 1,297,249	$ 1,322,193	$ 1,347,321	$ 10,556,703
Cloud Management and Workflow Orchestration	$ 347,173	$ 535,255	$ 556,894	$ 551,355	$ 1,990,677	$ 557,741	$ 565,249	$ 575,069	$ 584,919	$ 4,273,655
Project Management	$ 2,055,676	$ 2,003,936	$ 1,930,886	$ 1,896,569	$ 7,887,067	$ 1,872,327	$ 1,852,393	$ 1,844,222	$ 1,852,976	$ 15,308,985
Service Portfolio Management	$ 362,398	$ 362,381	$ 376,674	$ 395,255	$ 1,496,708	$ 410,864	$ 423,039	$ 434,849	$ 446,849	$ 3,212,309
IT Service Continuity Management	$ 516,484	$ 514,098	$ 482,863	$ 457,899	$ 1,971,344	$ 453,120	$ 453,101	$ 456,803	$ 460,377	$ 3,794,745
Customer Relationship Support	$ 225,748	$ 234,087	$ 197,794	$ 159,524	$ 817,153	$ 91,040	$ 91,037	$ 91,668	$ 92,277	$ 1,183,175
Based on Texas.gov SCP Charges										
Constituent Help Desk	$ 1,328,390	$ 1,364,178	$ 1,304,376	$ 1,257,492	$ 5,254,436	$ 1,224,075	$ 1,258,768	$ 1,293,050	$ 1,328,004	$ 10,358,333
Total Variable Charges	**$ 6,271,486**	**$ 6,362,423**	**$ 6,128,929**	**$ 5,968,655**	**$ 24,731,493**	**$ 5,884,999**	**$ 5,940,836**	**$ 6,017,854**	**$ 6,112,723**	**$ 48,687,905**

					Option Years			
	Year 1 (FY19)	**Year 2 (FY20)**	**Year 3 (FY21)**	**Year 4 (FY22)**	**Year 5 (FY23)**	**Year 6 (FY24)**	**Year 7 (FY25)**	**Year 8 (FY26)**
Estimated SCP Charges								
DCS excluding Print-Mail (a)	$ 125,900,000	$ 125,900,000	$ 125,900,000	$ 125,900,000	$ 125,900,000	$ 125,900,000	$ 125,900,000	$ 125,900,000
DCS Print-Mail (a)	$ 13,100,000	$ 13,100,000	$ 13,100,000	$ 13,100,000	$ 13,100,000	$ 13,100,000	$ 13,100,000	$ 13,100,000
Texas.gov (b)	$ 23,000,000	$ 23,000,000	$ 23,000,000	$ 23,000,000	$ 23,000,000	$ 23,000,000	$ 23,000,000	$ 23,000,000
MAS	$ 3,000,000	$ 3,000,000	$ 3,000,000	$ 3,000,000	$ 3,000,000	$ 3,000,000	$ 3,000,000	$ 3,000,000
MSS	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Total Charges	**$ 165,000,000**	**$ 165,000,000**	**$ 165,000,000**	**$ 165,000,000**	**$ 165,000,000**	**$ 165,000,000**	**$ 165,000,000**	**$ 165,000,000**
Enterprise Variable Charge Percentage	**2.99%**	**3.02%**	**2.92%**	**2.85%**	**2.82%**	**2.83%**	**2.86%**	**2.89%**
Texas.gov CHD Variable Charge Percentage	**7.50%**	**5.93%**	**5.67%**	**5.46%**	**5.32%**	**5.47%**	**5.62%**	**5.77%**

(a) Excludes HSC/SSC, MF SSC, TnT/OTCs, Miscellaneous and Optional as agreed by the Parties.

(b) Includes only Texas.gov Services SCP spend (excluding all other Texas.gov spend, including OTC, Payment Services and Infrastructure Costs)

Optional Services

Optional Services - This section summarizes the Charge methodology for each Optional Service. See Exhibit 4.0 for more information.

Optional Service	
DRaaS Custom Full Recovery Exercise	Optional service charged on unit rate basis per test for DR testing (Exhibit 2.1, sections 3.10.3 and 3.10.4)
DR Full Recovery Exercise	Optional service charged on unit rate basis per server instance tested for DR testing (Exhibit 2.1, sections 3.10.3 and 3.10.4)
DR Customer Tabletop Exercise	Optional service charged on unit rate basis per server instance tested for DR testing (Exhibit 2.1, sections 3.10.3 and 3.10.4)
DRaaS Support	Optional service charged on a monthly unit rate basis per server instance for DR services (Exhibit 2.3, section 2.6)
DR Full Recovery Exercise - Mainframe	Optional service charged on unit rate basis per mainframe LPAR tested for DR testing (Exhibit 2.1, sections 3.10.3 and 3.10.4)
DRaaS Support - Mainframe	Optional service charged on a monthly unit rate basis per mainframe instance for DR services (Exhibit 2.3, section 2.6)
APM Full Access Services (1000 users minimum)	Optional service charged on a monthly unit rate basis
Navvia	Optional service charged on a monthly unit rate basis per SCP user
Salesforce.com	Optional service charged on a monthly unit rate basis per SCP user

						Option Years			
Optional Services Unit Rates		**Year 1 (FY19)**	**Year 2 (FY20)**	**Year 3 (FY21)**	**Year 4 (FY22)**	**Year 5 (FY23)**	**Year 6 (FY24)**	**Year 7 (FY25)**	**Year 8 (FY26)**
Unit Rates	**Unit of Measure**								
DRaaS Custom Full Recovery Exercise	per test	$ -	$ 85,000	$ 86,725	$ 88,486	$ 90,282	$ 92,115	$ 93,985	$ 95,893
DR Full Recovery Exercise	per instance tested	$ 2,250	$ 2,295	$ 2,341	$ 2,388	$ 2,436	$ 2,485	$ 2,535	$ 2,586
DR Customer Tabletop Exercise	per instance tested	$ 3,000	$ 3,060	$ 3,121	$ 3,183	$ 3,247	$ 3,312	$ 3,378	$ 3,446
DRaaS Support	per month	$ 1,275	$ 1,301	$ 1,327	$ 1,354	$ 1,381	$ 1,409	$ 1,437	$ 1,466
DR Full Recovery Exercise - Mainframe	per LPAR tested	$ 4,000	$ 4,080	$ 4,162	$ 4,245	$ 4,330	$ 4,417	$ 4,505	$ 4,595
DRaaS Support - Mainframe	per month	$ 1,700	$ 1,734	$ 1,769	$ 1,804	$ 1,840	$ 1,877	$ 1,915	$ 1,953
APM Full Access Services (1000 users minimum)	per month	$ 35.00	$ 38.50	$ 42.35	$ 46.59	$ 51.24	$ 56.37	$ 62.00	$ 68.21
Navvia (blocks of 5 named users)	per month	$ 960	$ 979	$ 999	$ 1,019	$ 1,039	$ 1,060	$ 1,081	$ 1,103
Salesforce.com Partner Subscription	per month	$ 29	$ 30	$ 31	$ 32	$ 33	$ 34	$ 35	$ 36

Service Consumption Bands

	Year 1 (FY19)	Year 2 (FY20)	Year 3 (FY21)	Year 4 (FY22)	Option Years: Year 5 (FY23)	Year 6 (FY24)	Year 7 (FY25)	Year 8 (FY26)
Estimated Shared Services Charges (a)								
DCS excluding Print-Mail (a)	$ 125,900,000	$ 125,900,000	$ 125,900,000	$ 125,900,000	$ 125,900,000	$ 125,900,000	$ 125,900,000	$ 125,900,000
DCS Print-Mail (a)	$ 13,100,000	$ 13,100,000	$ 13,100,000	$ 13,100,000	$ 13,100,000	$ 13,100,000	$ 13,100,000	$ 13,100,000
Texas.gov (b)	$ 23,000,000	$ 23,000,000	$ 23,000,000	$ 23,000,000	$ 23,000,000	$ 23,000,000	$ 23,000,000	$ 23,000,000
MAS	$ 3,000,000	$ 3,000,000	$ 3,000,000	$ 3,000,000	$ 3,000,000	$ 3,000,000	$ 3,000,000	$ 3,000,000
MSS	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Total Charges	**$ 165,000,000**	**$ 165,000,000**	**$ 165,000,000**	**$ 165,000,000**	**$ 165,000,000**	**$ 165,000,000**	**$ 165,000,000**	**$ 165,000,000**
Band as % of Charges	50%	50%	50%	50%	50%	50%	50%	50%
% Charge Adjustment to Fixed outside of Band	12%	12%	12%	12%	12%	12%	12%	12%
Service Consumption Bands								
Upper Threshold	$ 247,500,000	$ 247,500,000	$ 247,500,000	$ 247,500,000	$ 247,500,000	$ 247,500,000	$ 247,500,000	$ 247,500,000
Lower Threshold	$ 82,500,000	$ 82,500,000	$ 82,500,000	$ 82,500,000	$ 82,500,000	$ 82,500,000	$ 82,500,000	$ 82,500,000

(a) Excludes HSC/SSC, MF SSC, TnT/OTCs, Miscellaneous and Optional as agreed by the Parties.

(b) Includes only Texas.gov Services SCP spend (excluding all other Texas.gov spend, including OTC, Payment Services and Infrastructure Costs)

Pass-Through Expenses ($)

Pass Through Costs - Fill out blue highlighted areas of worksheet with proposed Pass Through Fees

						Option Years				
	Year 1 (FY19)	Year 2 (FY20)	Year 3 (FY21)	Year 4 (FY22)	4 Year Total	Year 5 (FY23)	Year 6 (FY24)	Year 7 (FY25)	Year 8 (FY26)	8 Year Total
MSI Services (a)										
Other (insert description)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (insert description)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (insert description)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (insert description)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (insert description)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (insert description)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (insert description)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (insert description)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other (insert description)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Total	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**

(a) Capgemini agrees to provide Pass-Through Expense Services to support the Texas.gov media purchases as directed by DIR in accordance with Exhibit 4.0.

As described in the "Respondent Instructions" tab of this workbook, this Pass-Through template is to be left blank by Respondent and is intended for future use if DIR requests Respondent to procure assets on their behalf in accordance with Exhibit 4.0, Section 2.4. All hardware, software, and services should be included in the Charges (Fixed, Variable, Transition).

Transition Charges Milestones
($)

				Payment of Milestones (upon completion at discounted rate)				
Transition Charges Milestones	**Reference Document**	**Completion Criteria Ref**	**Completion Date**	**Year 1 (FY19)**	**Year 2 (FY20)**	**Year 3 (FY21)**	**Year 4 (FY22)**	**Total**
DQM Design Complete	MSI Exhibit 3.7	DQM-02	4/25/18	$ 185,022	$ -	$ -	$ -	$ 185,022
IPCR Design Complete	MSI Exhibit 3.7	IPCR-04	6/4/18	$ 185,022	$ -	$ -	$ -	$ 185,022
ITFM Design Complete	MSI Exhibit 3.7	ITFM-03	5/4/18	$ 185,022	$ -	$ -	$ -	$ 185,022
Portal Design Complete	MSI Exhibit 3.7	PRTL-06	6/1/18	$ 185,022	$ -	$ -	$ -	$ 185,022
PPM / RFS Design and Build Complete	MSI Exhibit 3.7	PMO-04	7/6/18	$ 185,022	$ -	$ -	$ -	$ 185,022
CMDB Design Complete	MSI Exhibit 3.7	SACM-02	6/4/18	$ 185,022	$ -	$ -	$ -	$ 185,022
Service Catalog Design	MSI Exhibit 3.7	SVCAT-02	4/25/18	$ 185,022	$ -	$ -	$ -	$ 185,022
Toolset Design	MSI Exhibit 3.7	TOOLS-03	6/1/18	$ 185,022	$ -	$ -	$ -	$ 185,022
IT Access Management Implementation	MSI Exhibit 3.7	ACSS-05	8/31/18	$ 185,021	$ -	$ -	$ -	$ 185,021
APM Implementation Complete	MSI Exhibit 3.7	APM-11	8/31/18	$ 453,662	$ -	$ -	$ -	$ 453,662
Availability Management Implementation	MSI Exhibit 3.7	AVL-05	8/31/18	$ 185,021	$ -	$ -	$ -	$ 185,021
Capacity Management Implementation	MSI Exhibit 3.7	CAPM-05	8/31/18	$ 185,021	$ -	$ -	$ -	$ 185,021
Implementation VTB Services	MSI Exhibit 3.7	CLB-03	8/31/18	$ 185,021	$ -	$ -	$ -	$ 185,021
Implement CRM	MSI Exhibit 3.7	CRM-07	8/31/18	$ 277,533	$ -	$ -	$ -	$ 277,533
DQM Implementation Complete	MSI Exhibit 3.7	DQM-05	8/31/18	$ 185,022	$ -	$ -	$ -	$ 185,022
Event Management Implementation	MSI Exhibit 3.7	EVNT-05	8/31/18	$ 277,533	$ -	$ -	$ -	$ 277,533
IPCR Implementation Complete	MSI Exhibit 3.7	IPCR-06	8/31/18	$ 185,022	$ -	$ -	$ -	$ 185,022
ITFM Implementation Complete	MSI Exhibit 3.7	ITFM-11	9/15/18	$ 185,022	$ -	$ -	$ -	$ 185,022
IT Service Continuity Management Implementation	MSI Exhibit 3.7	ITSCM-05	8/31/18	$ 277,533	$ -	$ -	$ -	$ 277,533
Operational Intelligence Implementation Complete	MSI Exhibit 3.7	OPIN-11	8/31/18	$ 277,533	$ -	$ -	$ -	$ 277,533
Outreach and Growth Implementation Complete	MSI Exhibit 3.7	OUGR-09	8/31/18	$ 277,533	$ -	$ -	$ -	$ 277,533
Portal Implementation Complete	MSI Exhibit 3.7	PRTL-10	8/31/18	$ 185,022	$ -	$ -	$ -	$ 185,022
PPM / RFS Implementation Complete	MSI Exhibit 3.7	PMO-07	8/31/18	$ 185,022	$ -	$ -	$ -	$ 185,022
IT Risk Management Implementation	MSI Exhibit 3.7	ITRSK-04	8/31/18	$ 185,021	$ -	$ -	$ -	$ 185,021
CMDB Transition Complete	MSI Exhibit 3.7	SACM-06	8/31/18	$ 185,022	$ -	$ -	$ -	$ 185,022
IT Security Management Implementation Complete	MSI Exhibit 3.7	SEC-08	8/31/18	$ 277,533	$ -	$ -	$ -	$ 277,533
SC Implementation	MSI Exhibit 3.7	SVCAT-13	8/31/18	$ 185,022	$ -	$ -	$ -	$ 185,022
Constituent Help Desk Implementation with Live Chat	MSI Exhibit 3.7	SVDSK-05	8/31/18	$ 185,021	$ -	$ -	$ -	$ 185,021
Service Desk Implementation	MSI Exhibit 3.7	SVDSK-06	8/31/18	$ 277,533	$ -	$ -	$ -	$ 277,533
SLM Implementation Complete	MSI Exhibit 3.7	SLM-11	8/31/18	$ 277,533	$ -	$ -	$ -	$ 277,533
Service Portfolio Management Implementation Complete	MSI Exhibit 3.7	SVCPTF-08	8/31/18	$ 185,021	$ -	$ -	$ -	$ 185,021
SRM Implementation Complete	MSI Exhibit 3.7	SRM-07	8/31/18	$ 277,533	$ -	$ -	$ -	$ 277,533
Service Strategy Implementation	MSI Exhibit 3.7	STR-06	8/31/18	$ 185,021	$ -	$ -	$ -	$ 185,021
Software Compliance Management Implementation	MSI Exhibit 3.7	SWC-08	8/31/18	$ 277,533	$ -	$ -	$ -	$ 277,533
Software Renewals Management Implementation	MSI Exhibit 3.7	SWR-05	8/31/18	$ 277,533	$ -	$ -	$ -	$ 277,533
Toolset Implementation	MSI Exhibit 3.7	TOOLS-05	8/31/18	$ 185,022	$ -	$ -	$ -	$ 185,022
Splunk Software Implementation	MSI Exhibit 3.7	TOOLS-06	8/30/19	$ -	$ 50,437	$ -	$ -	$ 50,437
Cloud Management for CMDB and Billing Implementation	MSI Exhibit 3.7	CLM-08	10/21/19	$ -	$ 170,000	$ -	$ -	$ 170,000
Cloud Management Implementation	MSI Exhibit 3.7	CLM-06	8/28/20	$ -	$ -	$ 7,863	$ -	$ 7,863
Event Management Implementation	MSI Exhibit 3.7	EEM-05	8/28/20	$ -	$ -	$ 177,863	$ -	$ 177,863
Total				**$ 7,947,037**	**$ 220,437**	**$ 185,726**	**$ -**	**$ 8,353,200**

Rate Card Resources ($)

Fill out blue highlighted cells with the applicable rates based on the categories below and inclusive of travel.

						Option Years			
Resource Category	**Units**	**Year 1 (FY19)**	**Year 2 (FY20)**	**Year 3 (FY21)**	**Year 4 (FY22)**	**Year 5 (FY23)**	**Year 6 (FY24)**	**Year 7 (FY25)**	**Year 8 (FY26)**
Project Manager	Hourly	$ 132	$ 134	$ 136	$ 140	$ 145	$ 148	$ 152	$ 156
Program Manager	Hourly	$ 170	$ 172	$ 176	$ 181	$ 186	$ 191	$ 196	$ 201
Customer Relationship Manager	Hourly	$ 180	$ 183	$ 186	$ 192	$ 198	$ 203	$ 208	$ 213
Solution Architect	Hourly	$ 190	$ 193	$ 197	$ 203	$ 209	$ 214	$ 220	$ 225
Technology Architect	Hourly	$ 190	$ 193	$ 197	$ 203	$ 209	$ 214	$ 220	$ 225
Business Process Engineer	Hourly	$ 132	$ 134	$ 136	$ 140	$ 145	$ 148	$ 152	$ 156
Senior Systems Engineer	Hourly	$ 132	$ 134	$ 136	$ 140	$ 145	$ 148	$ 152	$ 156
Senior Service Design Advisor	Hourly	$ 310	$ 315	$ 319	$ 324	$ 329	$ 334	$ 339	$ 344

						Option Years			
Resource Category	**Units**	**Year 1 (FY19)**	**Year 2 (FY20)**	**Year 3 (FY21)**	**Year 4 (FY22)**	**Year 5 (FY23)**	**Year 6 (FY24)**	**Year 7 (FY25)**	**Year 8 (FY26)**
Project Manager	Monthly	$ 19,234	$ 19,523	$ 19,913	$ 20,511	$ 21,126	$ 21,654	$ 22,195	$ 22,750
Program Manager	Monthly	$ 24,771	$ 25,143	$ 25,646	$ 26,415	$ 27,208	$ 27,888	$ 28,585	$ 29,300
Customer Relationship Manager	Monthly	$ 26,301	$ 26,696	$ 27,230	$ 28,047	$ 28,888	$ 29,610	$ 30,350	$ 31,109
Solution Architect	Monthly	$ 27,831	$ 28,249	$ 28,814	$ 29,678	$ 30,568	$ 31,333	$ 32,116	$ 32,919
Technology Architect	Monthly	$ 27,831	$ 28,249	$ 28,814	$ 29,678	$ 30,568	$ 31,333	$ 32,116	$ 32,919
Business Process Engineer	Monthly	$ 19,234	$ 19,523	$ 19,913	$ 20,511	$ 21,126	$ 21,654	$ 22,195	$ 22,750
Senior Systems Engineer	Monthly	$ 19,234	$ 19,523	$ 19,913	$ 20,511	$ 21,126	$ 21,654	$ 22,195	$ 22,750
Senior Service Design Advisor	Monthly	$ 38,847	$ 39,430	$ 40,021	$ 40,621	$ 41,231	$ 41,849	$ 42,477	$ 43,114

						Option Years			
Resource Category	**Units**	**Year 1 (FY19)**	**Year 2 (FY20)**	**Year 3 (FY21)**	**Year 4 (FY22)**	**Year 5 (FY23)**	**Year 6 (FY24)**	**Year 7 (FY25)**	**Year 8 (FY26)**
Project Manager	Annual	$ 208,261	$ 211,385	$ 215,613	$ 222,081	$ 228,744	$ 234,462	$ 240,324	$ 246,332
Program Manager	Annual	$ 268,215	$ 272,239	$ 277,683	$ 286,014	$ 294,594	$ 301,959	$ 309,508	$ 317,246
Customer Relationship Manager	Annual	$ 284,782	$ 289,053	$ 294,834	$ 303,679	$ 312,790	$ 320,609	$ 328,625	$ 336,840
Solution Architect	Annual	$ 301,348	$ 305,868	$ 311,985	$ 321,345	$ 330,985	$ 339,260	$ 347,741	$ 356,435
Technology Architect	Annual	$ 301,348	$ 305,868	$ 311,985	$ 321,345	$ 330,985	$ 339,260	$ 347,741	$ 356,435
Business Process Engineer	Annual	$ 208,261	$ 211,385	$ 215,613	$ 222,081	$ 228,744	$ 234,462	$ 240,324	$ 246,332
Senior Systems Engineer	Annual	$ 208,261	$ 211,385	$ 215,613	$ 222,081	$ 228,744	$ 234,462	$ 240,324	$ 246,332
Senior Service Design Advisor	Annual	$ 419,547	$ 425,840	$ 432,228	$ 438,711	$ 445,292	$ 451,971	$ 458,751	$ 465,632

Rate Card Resource Categories

Resource Category	Description	Qualifications	Education and Experience
Project Manager	Responsible for project planning, project tracking, scope management, change control management, risk management, and quality assurance	Proficient written and oral communications skills	Bachelor's degree and at least 3 years of experience in project management
	Establish organization-wide project management strategies	Identifies risk, provides analysis and contingency planning	PMI Project Management Professional (PMP) certification preferred
	Conduct complex program and project management assessments	Creates detailed project plans	Minimum of 3 years' experience with Project Management systems
	Exhibits strong leadership skills and leads project teams	Writes design documents and specifications	Minimum of 3 years' experience in Information Technology
	Manages the integration of project management within an organization	Technical mentoring and leadership skills	
	Develops project management training classes and programs	Facilitates requirements definition sessions	
	Acquires Customer product and business process knowledge from domain experts and use the information in every aspect of leading analysis, design, and implementation efforts.		
	Specifies requirements, scope level of effort, assess team member strengths and give work assignments with delivery dates in mind		
Program Manager	Responsible for program oversight, planning, program tracking, scope management, change control management, risk management, and quality assurance	Develop and maintain long-term relationships with strategic Customer and industry leaders	Bachelor's degree and at least 12 years experience, or an advanced degree with at least 8 year consulting experience in program management
	Assist in development and support of the vision and business objectives of program	Adept at the development of schedule, cost, and risk management strategies	PMI Project Management Professional (PMP) certification preferred
	Direct the activities of resources in line with business objectives	Experience implementing project management within various Customer organizations and environments	Minimum of 5 years' experience with Project Management systems
	Ensure quality and timely delivery of critical path products and services		Minimum of 5 years' experience in Information Technology
	Establish and maintain quality metrics and guidelines		
	Implement process and system improvements		
	Translate business requirements into effective business solutions		
Customer Relationship Manager	Works directly with customers to ensure a positive experience and results from DIR provided services.	Ability to communicate effectively verbally and in writing, including with individuals and project team members; to make effective presentations in formal and informal settings	Graduation from an accredited 4 year college or university with course work in business administration, computer science, computer engineering, MIS, or related field.
	Establishes and administers metrics and instruments to capture and benchmark customer satisfaction	Ability to understand issues and technology opportunities, and the proper way to handle them in a Texas state government setting	Two years of additional related experience may be substituted for each year of formal education (High School diploma or equivalent certificate required).
	Acts as point of contact, customer advocate, and liaison between representatives from DIR customers and the service provider regarding customer service issues, management issues, and escalated performance issues; coordinates with DIR customers, service provider, and DIR expert staff regarding root cause problem analysis/resolution and change management	Ability to understand and articulate the IT infrastructure requirements of business unit stakeholders, especially in a Texas state government setting	Extensive customer service experience working as a liaison with internal or external customers to answer questions, solve problems, plan, or define requirements; experience establishing and maintaining effective communications, a service orientation, and an effective working relationship with multiple business unit and IT technical stakeholders
	Enhance customer experience by performing root-cause analysis of customer care procedures and metrics to identify improvement opportunities, recommend solutions, and implement process improvements.	Knowledge of Texas state agency IT related processes and requirements; working knowledge of multiple state agencies preferred	Experience working with service providers in sustaining an effective business relationship, including experience working with service providers in communicating, escalating, and resolving technology related service delivery issues
	Consistently evaluates processes and systems and implements process improvement measures to generate higher efficiency.		Experience participating in IT infrastructure planning and plan execution activities, preferably in a Texas state agency environment
	Participates in service provider status and problem solving meetings representing the enterprise and customer perspective; collaborates with other DIR technical experts to identify and analyze problems, trends, and issues and addresses them to resolution		
	Assists with development and evaluation of customer service performance metrics in coordination with the DIR Governance and Performance Management Specialist to facilitate evaluation of DIR performance in serving its customers		

Rate Card Resource Categories

Resource Category	Description	Qualifications	Education and Experience
Solution Architect	Performs the necessary leadership, analysis and design tasks related to the development of a solution architecture	Strategic business acumen and understanding of organization strategy and ability to design technology services to deliver that strategy	A minimum of eight years in a professional senior technical role such as technical lead, team lead, architect, or other hands on leadership role for a major consultancy or service provider
	Analyzes business drivers to determine corresponding change requirements	Experience in assessing a broad range of technology solutions and products	Must possess at least a Bachelor's degree in computer science or an IT related discipline.
	Designs and leads the implementation of solution architecture based on business requirement and IT strategies	Excellent communication skills with ability to explain technical concepts to lay audiences.	
	Defines the principles to guide solution decisions	Strong conceptual and analytical skills - demonstrating outside-the-box problem solving skills	
	Coordinates solution architecture implementation and modification activities	Team player with experience leading and collaborating cross-team to ensure successful delivery of solutions	
	Facilitates and leads the evaluation and selection of software product standards, as well as the design of software configurations	Working knowledge of infrastructure including servers, storage, firewalls, load balancers, routers, etc.	
	Consults with application or infrastructure development projects to fit systems or infrastructure to architecture		
Technology Architect	Contributes to the principles that guide technology decisions	Experience with developing solution architecture and conceptual and logical system design for large-scale programs and projects	A minimum of eight years in a professional senior technical role such as technical lead, team lead, architect, or other hands on leadership role for a major consultancy or service provider
	Contributes to the implementation of an application and infrastructure architecture based on business requirements and IT strategies	Experience with supporting different software development methodologies, including Waterfall and Agile	Must possess at least a Bachelor's degree in computer science or an IT related discipline.
	Analyzes the current technology environment to detect critical deficiencies and recommend solutions for improvement	Ability to function at both the detail and conceptual level	
	Assesses the capacity and resource utilization of application tools, components, network, application platforms, servers, security and management hardware and software	Ability to document the architectural conclusion using technical specification notations	
	Approves and modifies the designs and architectures by reviewing end-user topology, security, performance, and interoperability requirements		
	Consults on application or infrastructure development projects to fit systems or infrastructure to the technical architecture		
Business Process Engineer	Directs/coordinates/supervises a group of employees engaged in consulting activities	Must have ability to bring large, diverse groups to consensus	Advanced degree with at least 5 years of consulting experience, or a bachelor's degree and at least 8 years of consulting experience
	Identifies opportunities for business process improvement	Knowledge of architectural concepts, principles and tools relevant to infrastructure, information, Customer utilized applications, organizational structure, and so forth	Minimum of 2 to 3 years of IT experience and participation in major complex, process improvement activities
	Investigates and evaluates potential business process improvement solutions	Ability to establish, use, and support integration and communications among applications, databases, and technology platforms	Background in applying business process management techniques to re-engineer business processes
	Assists in defining business process improvement solutions while ensuring compliance with Customer's IT standards	Knowledge of activities, tasks, practices, and tools associated with analysis of a variety of work processes and associated document and information flow	MBA or advanced degree in MIS or Computer Science preferred
	Participates in implementing business process improvement recommendations that increase the use of shared common data and facilitates common processes across departments	Knowledge of process for evaluation and selection of products, tools, services, and infrastructure components in line with Customer's business needs and architectural principles	
	Works with other Customer process engineers to ensure integration of all processes		
	Assists in identifying IT cost reduction opportunities associated with IT projects and/or support services		
	Consults regarding business process engineering, process measurements, change management, education and training		
	Facilitates the definition of best in class business processes		
	Assists in the implementation of cross-function and/or cross-sector business processes		
	Incorporates a common process methodology in all re-engineering activity		
	Maintains common process implementation metrics		
	Assists in the management of outsourced projects/outsourcer; ensures compliance to quality standards (cost, performance, time, and defects)		

Rate Card Resource Categories

Resource Category	Description	Qualifications	Education and Experience
Senior Systems Engineer	Supervises a group of consultants/analysts engaged in specialized activities and services	Provides leadership and guidance to others when working with the Customer	BA, BS, MS, MBA related degrees or equivalent experience
	Sets technical direction for the project/application	Understands the Customer's industry and is familiar with related industries	Bachelor's degree and at least 3 years of consulting experience, plus expertise with highly complex systems
	Provides program/project leadership for Customer solutions	Handles diverse, complex assignments concurrently	Minimum of 5 plus years of experience in information technology
	Engages in business development	Reviews project plans prepared by others in the organization	
	Develops communication plans for projects based on a systems view	Applies broad-based knowledge and experience to identify, evaluate, and recommend new processes and tools	
	Teams with Customer to assess concerns/requirements and develops specific strategies	Recommends appropriate technology for project tool selection	
	Integrates interrelated projects and manages projects		
	Leads technical planning process		
	Defines consistent project management standards and procedures across the organization		
	Employs consistent measurement techniques		
	Informs Customer about emerging technologies and business implications based on the project and the overall business		
	Develops intermediate and detailed schedules that support the high-level master schedule, and understands the interrelationships among the various levels of schedules		
	Develops alternative proposed project plans to support new business opportunities		
	Develops project management deliverables required to support a request for proposal or quotation		
	Evaluates Customer business, technical architecture processes, and objectives using the business enterprise models		
	Leads in the application of the organizational change management process to facilitate a smooth Customer implementation		
Senior Service Design Advisor	Performs the necessary leadership, advisory, and oversight tasks related to the development of MSI and other Service Model designs	Strategic Business, Shared Services, and IT acumen to balance the needs of multiple parties that participate in complex Service Models	15+ years experience in Service Model and Service Design activities across Technical, Commercial, and Operational domains
	Analyzes business drivers to determine applicability and adoption of Service components and delivery approaches	Experience with a broad range of Service Models across multiple environments and industries	Must possess at least a Bachelor's degree in computer science or an IT related discipline.
	Oversees, Constructs Frameworks, Designs and leads the implementation of Service Models based on business strategies and IT constraints	Excellent communication & collaboration skills with ability to explain complex concepts to a wide variety of audiences.	
	Defines the guiding principles of Service Models and their operating frameworks	Strong conceptual and analytical skills - demonstrating innovative problem solving	
	Coordinates Planning for Service Model adjustments and implementations	Team player with significant experience leading and collaborating on Service Models and Service Designs.	
	Advises and Leads the use of frameworks for demarcation of software ownership and joint software usage in complex Service Models	Working knowledge of Plan, Build, and Operate functions within an IT or Shared Services Organization	
	Reviews and Advises on application or infrastructure programs designed to support complex Service Models		
	Advises on, and Leads the design of, Service demarcation in MSI Shared Services Models		

Termination Charges ($)

Complete the table below for the termination charge incurred on the date of termination during Transition in accordance with Section X of the Agreement.

	Pre-Commencement Transition					
	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Termination Charge (a)				$ 4,209,916	$ 5,850,457	$ 7,641,492

(a) Termination Charge amounts are subject to reduction in the event DIR pays for Transition Milestones during the Pre-Commencement period.