

**Appendix 3, Amendment 2 to
Master Services Agreement**

August 24, 2018

Change Log

CCR/CN	Amendment	Date	Description
CCR-000XXX	Amendment 2	8/24/2018	Added Open Data Portal (ODP) services to Service Exceptions Matrix tab

State of Texas
Department of Information Resources



Exhibit 4.2

Responsibility Matrix

Multi-Sourcing Services Integrator

DIR-ESS-MSI-407

August 24, 2018

Meaning of Headings

Item	Description
Personnel	
Salary, Benefits, Add'l Comp	Identifies who pays for Personnel compensation including salary, benefits, bonus, other additional compensation and payroll taxes.
Travel	Identifies who pays for Personnel travel subject to Exhibit 4 .
Training	Identifies who pays for Personnel training.
Relocation	Identifies who pays for transitioned Personnel relocation expenses.
Inflation/Deflation	Identifies who pays for inflation/deflation that impacts Personnel-related line items.
Increase / Decrease in Staffing	Identifies who pay for staffing increases and if staffing goes down, which Party gets the benefit.
Retention Payments	Identifies who pays Personnel retention payments if applicable.
EUC Devices	Identifies who pays for Laptop, Desktop, Printers, Mobile Phones, etc.
Office Space	Identifies who pays for employees office space.
Charging Mechanism	Identifies the charging mechanism based on the following: 1. SP Charges - Included in the SP Charges and cannot be billed separately or incrementally. - Refer to Exhibit 4 . 2. Pass-Through Expenses - Refer to Exhibit 4 . 3. TX - DIR or Customer expense with no payment to SP. SP has no financial responsibility for Third Party Vendor payment.
Equipment	
Unless otherwise specified, this applies to all Equipment used to provide the Services.	
Current Equipment Ownership	Identifies who paid for Equipment that existed prior to Service Proposal Effective Date and is used to provide the Services.
Equipment Ownership at Refresh	Identifies who pays for upgrading and/or replacing Equipment during the Service Proposal Term.
Refresh Cycle	Identifies the maximum number of years before Equipment is refreshed.
Ownership of Equipment for Upgrades / Enhancements	Identifies who pays if Equipment needs to be upgraded or enhanced.
Ownership of Equipment Required to Support Growth	Identifies who pays if additional Equipment is required as the result of growth.
Maintenance	Identifies who pays for Equipment break/fix and preventative maintenance.
Charging Mechanism	Identifies the charging mechanism based on the following: 1. SP Charges - Included in the SP Charges and cannot be billed separately or incrementally. - Refer to Exhibit 4 . 2. Pass-Through Expenses - Refer to Exhibit 4 . 3. TX - DIR or Customer expense with no payment to SP. SP has no financial responsibility for Third Party Vendor payment.
Network Transport	
Unless otherwise specified, this applies to all transport used to provide the Services.	
Transport Capacity	Identifies who pays for network transport capacity used to provide the Services.
Transport Capacity Growth	Identifies who pays if more network transport capacity is required.
Charging Mechanism	Identifies the charging mechanism based on the following: 1. SP Charges - Included in the SP Charges and cannot be billed separately or incrementally. - Refer to Exhibit 4 . 2. Pass-Through Expenses - Refer to Exhibit 4 . 3. TX - DIR or Customer expense with no payment to SP. SP has no financial responsibility for Third Party Vendor payment.
Software	
Unless otherwise specified, this applies to all Software used to provide the Services.	
Current Licenses / Maint. / Lease	Identifies who paid for Software licenses, maintenance fees and Software leases that existed prior to Service Proposal Effective Date and are used to provide the Services.
Future Licenses / Maint. / Lease	Identifies who pays for future licenses / maintenance fees / leases during the Service Proposal Term?
Software Currency	Identifies the version of Software as designated by DIR as current. See Exhibit 1 for definition of N/N-1. Financial responsibility determined in accordance with Software Releases/Upgrades/Enhancements.
Releases / Upgrades	Identifies who pays for Software upgrades. Financial responsibility includes N-2 to N upgrades where required, based upon Application requirements.
Software Required to Support Growth	Identifies who pays if new Software or additional licenses are required due to growth.
Charging Mechanism	Identifies the charging mechanism based on the following: 1. SP Charges - Included in the SP Charges and cannot be billed separately or incrementally. - Refer to Exhibit 4 . 2. Pass-Through Expenses - Refer to Exhibit 4 . 3. TX - DIR or Customer expense with no payment to SP. SP has no financial responsibility for Third Party Vendor payment.
Facilities	
Current Assets	Identifies who pays for the current Facilities (building leases, HVAC, common services, etc.) that are used to provide the Services.
Refresh	Identify who pays for the upgrading and/or replacing of Equipment during the Term.
Upgrades / Enhancements	If upgrades or enhancements are needed for the Facility, identifies who pays for it.
Growth	If more space is needed, identifies who pays for the additional space.
Charging Mechanism	Identifies the charging mechanism based on the following: 1. SP Charges - Included in the SP Charges and cannot be billed separately or incrementally. - Refer to Exhibit 4 . 2. Pass-Through Expenses - Refer to Exhibit 4 . 3. TX - DIR or Customer expense with no payment to SP. SP has no financial responsibility for Third Party Vendor payment.
Cross Functional	
Current Ownership	Identifies who paid for the item that existed prior to Service Proposal Effective Date and is used to provide the Services.
Ownership at Refresh	Identifies who pays for upgrading and/or replacing the item during the Service Proposal Term.
Refresh Cycle	Identifies the maximum number of years before the item is refreshed.
Ownership for Upgrades / Enhancements	Identifies who pays if the item needs to be upgraded or enhanced.
Ownership Required to Support Growth	Identifies who pays if additional growth is required.
Maintenance	Identifies who pays for break/fix and preventative maintenance.
Operations and Support	Identifies who provides the Services to support the software and assets including configuration, restarting, operating, and troubleshooting.
Disaster Recovery	Identifies who pays for disaster recovery equipment, software, and services.

Meaning of Headings

Item	Description
Charging Mechanism	Identifies the charging mechanism based on the following: 1. SP Charges - Included in the SP Charges and cannot be billed separately or incrementally. - Refer to Exhibit 4 . 2. Pass-Through Expenses - Refer to Exhibit 4 . 3. TX - DIR or Customer expense with no payment to SP. SP has no financial responsibility for Third Party Vendor payment.

Cross Functional									
All Service Types	Current Ownership	Ownership at Refresh	Refresh Cycle (1)	Ownership for Upgrades / Enhancements	Ownership Required to Support Growth	Maintenance	Operations and Support	Disaster Recovery (2)	Charging Mechanism
Cross-Functional General:									
Security Assessment	SP - MSI	SP - MSI	N/A	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
Asset Inventory and Mgmt Software	SP - MSI	SP - MSI	n / n-1	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
Cross Functional Equipment part of SCP solution (3)	N/A	SP - SCP	n / n-1	SP - SCP	SP - SCP	SP - SCP	SP - SCP	SP - SCP	SCP Charges
Software:									
Service Management Systems	SP - MSI	SP - MSI	n / n-1	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
Archer Security Software	TX	TX	N/A	TX	TX	TX	TX	TX	N/A
Cross Functional Equipment part of SCP solution	N/A	SP - SCP	n / n-1	SP - SCP	SP - SCP	SP - SCP	SP - SCP	SP - SCP	SCP Charges

N/A = Not Applicable

SP - MSI = Multisourcing Service Integrator

TX = DIR or Customer

SP - SCP = Service Component Provider

MSI Charges = Included in MSI Charges and cannot be billed separately or incrementally. - Refer to Exhibit 4.

SCP Charges = Included in SCP Charges

SP - Pass-Through = MSI invoices DIR as a Pass-through

Note 1: N-1, N-2 versions must still be supported by third party vendor and not End Of Life. N-2 is acceptable for software released more than once a year, party vendor and not End Of Life.

Note 2: Includes Disaster Planning and implementation and provision of Disaster Recovery and Crisis Management Services. The cost for all DR Services are included in the Fixed and Variable Charges, no additional fees or charges shall be payable for any services related to Disaster Recovery preparation or response, including declaration fees.

Note 3: Operational server support for the MSI service management systems in the ADC/SDC will be the financial responsibility of the Server Component Provider. Incremental Charges above those contemplated at Commencement Date from the Server Component Provider for support of the MSI systems will be recovered by Server Component Provider from the MSI.

Personnel											
All Service Types	Salary, Benefits, Add'l Comp, Payroll Taxes	Travel	Training	Relocation	Inflation / Deflation	Increase / Decrease in Staffing	Retention Payments	EUC Devices	Background Checks	Office Space	Charging Mechanism
Third-Party Service Contracts (1)	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
SP Staff	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
Rate Card Resources	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
Customer Employees	TX	TX	TX	TX	TX	TX	TX	TX	TX	TX	TX

N/A = Not Applicable

SP - MSI = Multisourcing Service Integrator

TX = DIR or Customer

MSI Charges = Included in MSI Charges and cannot be billed separately or incrementally. - Refer to Exhibit 4.

Note 1: Third-Party Service Contracts are contracts that include a labor-based component not included in the TX staffing levels

Equipment							
All Service Types	Current Equipment Ownership	Equipment Ownership at Refresh	Refresh Cycle (2)	Ownership of Equipment for Upgrades / Enhancements	Ownership of Equipment Required to Support Growth	Equipment Maintenance	Charging Mechanism
Equipment (SP provided) (1)	SP - MSI	SP - MSI	N-1	SP - MSI	SP - MSI	SP - MSI	MSI Charges
Equipment (Customer provided)	TX	TX	N-1	TX	TX	TX	TX

N/A = Not Applicable

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TX = DIR or Customer

MSI Charges = Included in MSI Charges and cannot be billed separately or incrementally. - Refer to Exhibit 4.

Note 1: Excludes equipment provided by Service Component Providers.

Note 2: N-1 version must still be supported by third party vendor and not End Of Life.

Network Transport			
All Service Types	Transport Capacity	Transport Capacity Growth	Charging Mechanism
Transport - Data:			
between TX Sites and TX network cloud	TX	TX	TX
between TX Sites	TX	TX	TX
between TX network cloud and SP network cloud (terminating at approved USA SP Site location)	SP - MSI	SP - MSI	MSI Charges
between TX network cloud and public network cloud	TX	TX	TX
between SP Sites and SP network cloud (demarcation point)	SP - MSI	SP - MSI	MSI Charges
between SP network cloud and public network cloud	SP - MSI	SP - MSI	MSI Charges
between SP Sites	SP - MSI	SP - MSI	MSI Charges
between SP Sites and Third-Party Disaster Recovery Provider	SP - MSI	SP - MSI	MSI Charges

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TX = DIR or Customer

MSI Charges = Included in MSI Charges and cannot be billed separately or incrementally. - Refer to Exhibit 4.

Software						
All Service Types	Current Licenses / Maint. / Lease	Future Licenses / Maint. / Lease	Software Currency (2)	Releases / Upgrades	Software Required to Support Growth	Charging Mechanism
Software (SP provided) (1)	SP - MSI TX	SP - MSI TX	n / n-1 n / n-1	SP - MSI TX	SP - MSI TX	MSI Charges TX
Software (Customer provided)	SP - MSI	SP - MSI	N/A	SP - MSI	SP - MSI	
License Access / Transfer fees						MSI Charges

N/A = Not Applicable

SP - MSI = Multisourcing Service Integrator

TX = DIR or Customer

MSI Charges = Included in MSI Charges and cannot be billed separately or incrementally. - Refer to Exhibit 4

Note 1: Excludes software provided by Service Component Providers.

Note 2: N-1, N-2 versions must still be supported by third party vendor and not End Of Life. N-2 is acceptable for software released more than once a year.

Facilities					
All Service Types	Current Assets	Refresh	Upgrades / Enhancements	Growth	Charging Mechanism
DIR Facilities (1)					
Environmental (e.g., HVAC, PDUs)	TX	TX	TX	TX	TX
UPS	TX	TX	TX	TX	TX
Space Upgrades, Additions, Fit out	TX	TX	TX	TX	TX
Furniture & Fixtures	TX	TX	TX	TX	TX
Wiring	TX	TX	TX	TX	TX
Building Depreciation / Lease	TX	TX	TX	TX	TX
Office Equipment	TX	TX	TX	TX	TX
Building Maintenance / Security	TX	TX	TX	TX	TX
Utilities	TX	TX	TX	TX	TX
SP Sites					
Environmental (e.g., HVAC, PDUs)	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
UPS	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
Space Upgrades, Additions, Fit out	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
Furniture & Fixtures	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
Wiring	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
Building Depreciation / Lease	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
Office Equipment	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
Building Maintenance / Security	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges
Utilities	SP - MSI	SP - MSI	SP - MSI	SP - MSI	MSI Charges

N/A = Not Applicable

SP - MSI = Multisourcing Service Integrator

TX = DIR or Customer

MSI Charges = Included in MSI Charges and cannot be billed separately or incrementally. - Refer to Exhibit 4.

Note 1: DIR will provide up to twenty-five (25) cubicles for Respondent staff at the Austin Data Center. Respondent may utilize these cubicles but is not required to do so.

