

**State of Texas**

**Department of Information Resources**



**Texas.gov 3.0 Procurement  
Texas.gov SCP**

**Exhibit 3.1**

**Service Level Matrix**

**Version 2.0**

**RFO**

**DIR-TSO-TMP-254**

CCR #	Amendment	Approval Date	Description
CCR000-XXXX	NA		<Change Due Date - Customer Satisfaction Improvement Plan>

## INTRODUCTION

**This Exhibit 3.1 Service Level Matrix sets forth the following:**

**1. For Critical Service Levels:** Exhibit 3.2 (Service Level Definitions):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- the timing regarding the commencement of obligations for each Critical Service Level
- a cross-reference to Exhibit 3.2 (Service Level Definitions) where the qualitative description of the Critical Service Level can be found

**2. For Key Service Levels:** Exhibit 3.2 (Service Level Definitions):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- a cross-reference to Exhibit 3.2 (Service Level Definitions) where the qualitative description of the Key Service Levels can be found

**3. For One Time Deliverables:** Exhibit 3.3 (Critical Deliverables):

- the timing regarding the commencement of obligations for each One Time Deliverable
- a cross-reference to Exhibit 3.3 (Critical Deliverables) where the qualitative description of the One Time Deliverable can be found

**4. For Recurring Deliverables:** Exhibit 3.3 (Critical Deliverables):

- the timing regarding the commencement of obligations for each Recurring Deliverable
- a cross-reference to Exhibit 3.3 (Critical Deliverables) where the qualitative description of the Recurring Deliverable can be found

**5. For Performance Analytics:** Exhibit 3.4 (Performance Analytics):

- the timing regarding the commencement of obligations and the objectives for each KPI and Operating Measurement
- a cross-reference to Exhibit 3.4 (Performance Analytics) where the qualitative description of the KPIs and Operating Measurements can be found

**Critical SLAs**

<b>At-Risk Percent</b>	<b>12%</b>
<b>Pool Percentage Available for Allocation</b>	<b>200%</b>

Exhibit 3.2 Section Reference	Service Level Categories	Comm + mos <sup>(1)</sup>	Expected (ESL) <sup>(2)</sup>	Minimum (MSL) <sup>(3)</sup>	Measurement Window	Share Type	Continuous Improvement Application <sup>(5)</sup>	Service Level Credit Percentage	% of Invoice	Low Volume Alternative Calculation <sup>(4)</sup>
<b>Availability</b>										
	<b>Allocation of Pool Percentage:</b>	<b>35%</b>								
A.1	Application Availability - Tier 1	0	99.99%	99.95%	Monthly	U	No	50.00%	2.10%	
A.2	Application Availability - Tier 2	0	99.95%	99.90%	Monthly	U	No	30.00%	1.26%	
A.3	Application Availability - Tier 3	0	99.90%	99.80%	Monthly	U	No	20.00%	0.84%	

Exhibit 3.2 Section Reference	Service Level Categories	Comm + mos <sup>(1)</sup>	Expected (ESL) <sup>(2)</sup>	Minimum (MSL) <sup>(3)</sup>	Measurement Window	Share Type	Continuous Improvement Application <sup>(5)</sup>	Service Level Credit Percentage	% of Invoice	Low Volume Alternative Calculation <sup>(4)</sup>
<b>Incident and Problem</b>										
	<b>Allocation of Pool Percentage:</b>	<b>75%</b>								
A.4	Corrective Actions	0	95.00%	90.00%	Monthly	R	Yes	25.00%	2.25%	
A.5	Incident Resolution Time Level 2 and Level 3 - (Severity 1-4)	0	98.00%	96.50%	Monthly	R	No	25.00%	2.25%	
A.6	Chronic Incidents	24	Zero (0) Chronic Incidents	≤ One (1) Chronic Incidents	Monthly	R	Yes	25.00%	2.25%	
A.7	Service Request Fulfillment	0	95.00%	90.00%	Monthly	R	Yes	25.00%	2.25%	



Key SLAs - Texas.gov

Exhibit 3.2 Section Reference	Service Level Categories	Comm + mos <sup>(1)</sup>	Expected (ESL) <sup>(2)</sup>	Minimum (MSL) <sup>(3)</sup>	Measurement Window	Share Type	Continuous Improvement Application <sup>(5)</sup>	Low Volume Alternative Calculation <sup>(4)</sup>
<b>Service Management</b>								
B.1	Change Management Effectiveness	0	97.00%	94.00%	Monthly	R	Yes	
B.2	Invoice Dispute Resolution	0	95.00%	90.00%	Monthly	R	Yes	
B.3	Root Cause Analysis Delivery	0	98.00%	96.00%	Monthly	R	Yes	

<b>Transactions</b>								
B.4	Response Time of Application	0	98.20%	98.00%	Monthly	U		

**Notes:**

- 1 Number of Months after Commencement Date of services to Customers when the Service Provider is responsible for Service Level performance.
- 2 ESL will have the same meaning as Expected Service Level.
- 3 MSL will have the same meaning as Minimum Service Level.
- 4 The SLA result will initially be calculated based upon the algorithm specified in **Exhibit 3.2**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Exhibit 3.0**.
- 5 The SLA is subject to continuous improvement as set forth in Exhibit 3.0, unless noted as an exception, "No", in this continuous improvement application column.

**One-Time Deliverables**

<u>Exhibit 3.3</u> Section Reference	One-Time Deliverable Title	Final Due Date	Deliverable Credit	Frequency Credit Applies
1.1	Transition Readiness Plan	60 days prior to Commencement	\$10,000	Weekly
1.2	Transition Plan	Phase 1: 60 days after Effective Date Phase 2: 30 days post Commencement	\$10,000	Weekly
1.3	Service Management Manual (SMM)	Phase 1: 30 days after Effective Date Phase 2: 20 days prior to Commencement Phase 3: 60 days post Commencement	\$10,000	Monthly
1.4	Disaster Recovery and Business Continuity Plans	60 days post Commencement	\$10,000	Monthly
1.5	Initial Application Maintenance Services (AMS) Baseline	90 days post Commencement	\$10,000	Monthly
1.5	Disaster Recovery Strategy	12 months post Commencement	\$10,000	Monthly

## Recurring Deliverables

<u>Exhibit 3.3</u> Section Reference	Recurring Deliverable Title	Final Due Date	Deliverable Credit	Frequency Credit Applies
2.1	Annual Technology Plan and Roadmap	July 15 annually	\$10,000	Monthly
2.2	Annual Equipment and Software Refresh Plan	Jan 15 annually	\$10,000	Monthly
2.3	Service Management Manual Currency - Quarterly Report	Quarterly	\$10,000	Monthly
2.4	Annual Security Plan	Oct 1 annually	\$10,000	Monthly
2.5	Security Assessment Remediation	Annually, 6 months after assessment	\$10,000	Monthly
2.6	Accessibility Scan Results	Quarterly	\$10,000	Monthly
2.7	Disaster Recovery Test Plan and Schedule	June 1st annually	\$10,000	Monthly
2.8	Texas.gov Marketing/Advertising Plan	June 15th annually	\$10,000	Monthly
2.9	Customer Satisfaction Improvement Plan	June 1st annually or as such other time as mutually agreed.	\$10,000	Monthly

<b>Performance Analytics - Texas.gov</b>		
<b>Exhibit 3.4</b>	<b>Operational Measurements Description</b>	<b>Commencement</b>
<b>1.1</b>	<b>Services Growth</b>	
1.1.1	Growth in number of Customers	0
1.1.2	Growth in Services Volume	0
1.1.3	Growth in number of discrete Services offered	0
1.1.4	Growth in Service spend per Customer	0
1.1.5	Growth in Services spend per Customer other than State Agencies	0
<b>1.2</b>	<b>Customer Satisfaction</b>	
1.2.1	Percentage Customers Satisfied - Executive Level	0
1.2.2	Percentage Customers Satisfied - Operational Level	0
1.2.3	Monthly Customer Scorecard - Acceptable	0
1.2.4	Monthly Customer Service Desk survey	0
1.2.5	Monthly Constituent portal survey	0
1.2.6	Monthly Constituent application survey	0
<b>1.3</b>	<b>Service Quality</b>	
1.3.1	Percentage of Service Levels meeting Expected Targets	0
1.3.2	Percentage of automated processes	0
1.3.3	Percentage of change in number of Major Incidents	0
1.3.4	Service Request fulfillment in average number of Business Days	0
1.3.5	Percentage of Software at or above n-2	0
1.3.6	Percentage of Hardware less than five (5) years old	0
<b>1.4</b>	<b>Value</b>	
1.4.1	Percentage of spend within market range	0
1.4.2	Percentage of Service Requests self-provisioned through Service Catalog	0
1.4.3	Monthly Customer Scorecard - Acceptable (same metric as 1.2.3)	0
<b>1.5</b>	<b>Security</b>	
1.5.1	Change in Risk based on vulnerability scan measures	0
1.5.2	License and Maintenance renewal timeliness	0
1.5.3	Percentage of Software that is supported	0
<b>1.6</b>	<b>Number of Applications Available through the Texas.gov Portal</b>	
<b>1.7</b>	<b>Number of Offline Transactions</b>	
<b>1.8</b>	<b>Total Revenue - Texas.gov</b>	