

State of Texas
Department of Information Resources



Texas.gov Services

Exhibit 4.2

Texas.gov Services
Financial Responsibility Matrix

DIR-ESS-TGOV-SVCS-254

Meaning of Headings

Item	Description
Personnel	
Salary, Benefits, Add'l Comp, Payroll Taxes	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 Business Model .
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.
Background Checks	Identifies who pays for background checks.
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	
Current Equipment Ownership	Unless otherwise specified, this applies to all Equipment used to provide the Services. 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.
Removal and Disposal	Identifies who is responsible for removing the Equipment from the environment. DIR receives any net benefit after disposal of state-owned Equipment. SP receives any benefit after disposal for all other SP-owned Equipment.
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.

Meaning of Headings

Item	Description
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 Definitions 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-1 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.

Meaning of Headings

Item	Description
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.
Charging Mechanism	<p>Identifies the charging mechanism based on the following:</p> <ol style="list-style-type: none"> 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.

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)	SCP	SCP	SCP	SCP	SCP	SCP	SCP	SCP	SCP	SCP	SCP Charges
Service Provider Staff	SCP	SCP	SCP	SCP	SCP	SCP	SCP	SCP	SCP	SCP	SCP Charges
Customer Employees	TX	TX	TX	TX	TX	TX	TX	TX	TX	TX	TX

N/A = Not Applicable

TX = DIR or Customer

SCP = All Texas.gov Service Component Providers

GOV = Texas.gov Services Service Component Provider

PMT = Texas.gov Payment Service Component Provider

MSI = Multisourcing Service Integrator

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

SCP Charges = Included in SCP Charges

GOV Charges = Included in Texas.gov Services Service Component Provider Charges

PMT Charges = Included in Payment Services Service Component Provider Charges

Pass-Through = MSI/SCP invoices DIR as a Pass-through

Note 1: Third-Party Service Contracts are contracts that include a labor-based component not included in the Incumbant 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	Removal and Disposal	Charging Mechanism
Equipment used to provide services (SCP provided) (1)	SCP	SCP	N-1	SCP	SCP	SCP	SCP	SCP Charges
Texas.gov infrastructure compute, storage, and backup	SVR	SVR	5 years	SVR	SVR	SVR	SVR	SRV Charges
SCP personnel equipment - desktops, laptops, etc.	SCP	SCP	N-1	SCP	SCP	SCP	SCP	SCP Charges
Point of Sale - PCI Compliant Device from PMT (5)	TX	TX	EOL (3)	TX	TX	N/A	N/A	PMT Charges
DPS Device Management (VIC)	TX	GOV (4)	EOL (3)	GOV	GOV	GOV	GOV	GOV Charges
Equipment (Customer provided)	TX	TX	N-1	TX	TX	TX	TX	TX

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SVR = DCS Server Component Provider

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PMT Charges = Included in PMT Charges

SCP Charges = Included in SCP Charges

SVR Charges = Included in SVR Charges

Pass-Through = MSI/SCP invoices DIR as a Pass-through

Note 1: Excludes equipment provided by MSI or DCS SCPs.

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

Note 3: Equipment replaced on an as needed basis at end of life. There is no recurring refresh schedule.

Note 4: The Texas.gov SCP procures new equipment on behalf of DIR and is compensated through the monthly unit rate Charge.

Note 5: Billed as a one time, optional charge. No ongoing support other than warranty from manufacturer.

Network Transport			
All Service Types	Transport Capacity	Transport Capacity Growth	Charging Mechanism
Transport - Data:			
between TX Sites and TX network cloud (MPLS)	TX	TX	TX
between TX Sites	TX	TX	TX
between TX network cloud and SCP network cloud (terminating at approved USA SCP Site location)	TX	TX	TX
between TX network cloud and public network cloud	TX	TX	TX
between SCP Sites and SCP network cloud (demarcation point)	SCP	SCP	SCP Charges
between SCP Sites and SCP network cloud (VPN)	SCP	SCP	SCP Charges
between SCP network cloud and public network cloud	SCP	SCP	SCP Charges
between SCP Sites	SCP	SCP	SCP Charges
DPS Device Management Connectivity (1)	TX	TX	TX
between VIC sites and SCP network cloud (demarcation point) (2)	N/A	N/A	N/A

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(1) VIC dial up termination services

(2) Connectivity provided by VIC Customers - dial up line and/or internet based

Software						
All Service Types	Current Licenses / Maint. / Lease	Future Licenses / Maint. / Lease	Software Currency (2)	Releases / Upgrades	Software Required to Support Growth	Charging Mechanism
Application Software	GOV	GOV	n / n-1	GOV	GOV	GOV Charges
Database Software	SVR	SVR	n / n-1	SVR	SVR	SVR Charges
Middleware Software	SVR	SVR	n / n-1	SVR	SVR	SVR Charges
Release Management Software	GOV	GOV	n / n-1	GOV	GOV	GOV Charges
Payment Processing Services Software	PMT	PMT	n / n-1	PMT	PMT	PMT Charges
License Access / Transfer fees	SCP	SCP	N/A	SCP	SCP	SCP Charges

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GOV Charges = Included in Texas.gov Services Service Component Provider Charges

PMT Charges = Included in Payment Services Service Component Provider Charges

SVR Charges = Included in SVR Charges

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Note 1: Excludes software provided by MSI.

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

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

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Cross Functional									
	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
All Service Types									
Cross-Functional General:									
Security Assessment	MSI	MSI	N/A	MSI	MSI	MSI	MSI	MSI	MSI Charges
Asset Inventory and Mgmt Software	MSI	MSI	n / n-1	MSI	MSI	MSI	MSI	MSI	MSI Charges
Third Party Service Contracts	SCP	SCP	n / n-1	SCP	SCP	SCP	SCP	SCP	SCP Charges
	N/A	SCP	n / n-1	SCP	SCP	SCP	SCP	SCP	SCP Charges
Cross Functional Equipment part of SCP solution									
Software:									
Service Management Systems	MSI	MSI	n / n-1	MSI	MSI	MSI	MSI	MSI	MSI Charges
PC Software for Personnel	SCP	SCP	n / n-1	SCP	SCP	SCP	SCP	SCP	SCP Charges
	N/A	SCP	n / n-1	SCP	SCP	SCP	SCP	SCP	SCP Charges
Cross Functional Equipment part of SCP solution									

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Note 1: N-1 version must still be supported by third 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