



**Attachment to Managed Application Services
Service Component Provider
Master Services Agreement**

DIR Contract No. DIR-MAS-SCP-RCR-001

Between

**The State of Texas, acting by and through
the Texas Department of Information Resources**

and

Allied Consultants, Inc.

**Attachment 3-C
Critical Deliverables**

September 26, 2018

Contract Change Log

Amendment/CCR/CN #	Date	Description of Changes
CN #####	September 26, 2018	<ul style="list-style-type: none">• Update description of Annual Technology Plan and Roadmap to include requirements related to security best practices.

TABLE OF CONTENTS

A.0	ONE TIME CRITICAL DELIVERABLES – INTRODUCTION	3
A.1	Day 1 Readiness Plan	3
A.2	Service Management Manual (SMM)	3
A.3	New Customer Integration Plan	3
A.4	RESERVED	3
A.5	RESERVED	3
B.0	RECURRING CRITICAL DELIVERABLES – INTRODUCTION	4
B.1	Annual Technology Plan and Roadmap	4
B.2	RESERVED	4
B.3	Service Management Manual Currency – Quarterly Report	4
B.4	Customer Satisfaction Improvement Plan	4
B.5	RESERVED	5
B.6	RESERVED	5
C.0	DELIVERABLE ACCEPTANCE CRITERIA MATRIX	6

A.0 ONE TIME CRITICAL DELIVERABLES – INTRODUCTION

This Attachment sets forth certain obligations of Service Provider regarding One Time Critical Deliverables. If Service Provider fails to deliver to DIR any Critical Deliverables as described below, in format and content acceptable to DIR, DIR at its discretion may prohibit the Service Provider from engaging with STC Customers for Services.

Unless otherwise specified below, Service Provider shall provide each One Time Critical Deliverable set forth in **Attachment 3-A** on or before the number of months after the Effective Date, as applicable and as indicated in this Attachment. For the avoidance of doubt, (i) if the Effective Date is September 01, 2016, and (ii) if the number of months for delivery of a One Time Critical Deliverable is three (3) months after the Effective Date, the Service Provider must provide the Critical Deliverable to DIR no later than December 01, 2016. The One Time Critical Deliverable Acceptance Criteria and DIR Sign-off Matrix will be developed prior to the Effective Date and will be in the format referenced in **Section C** of this document.

A.1 Day 1 Readiness Plan

Service Provider will complete a Day 1 Readiness Plan that must be approved by DIR thirty (30) days after the Effective Date. The purpose and scope of such plan is to outline the plans and milestones for ensuring Service Provider's organization, process and procedures are established to begin seeking Customer proposals for services.

Items to be addressed include development of initial catalogue of services and Customer marketing plans for services. For each MAS Category, Service Provider will identify a catalog of services and/or SaaS products it intends to implement and by when.

A.2 Service Management Manual (SMM)

Service Provider will develop documentation in accordance with the requirements and schedule in **Attachment 6-B** (Service Management Manual).

A.3 New Customer Integration Plan

Within (1) months after the Effective Date, Service Provider shall provide a detailed plan that documents how new STC Customers will be integrated into the existing Services. Such plan should include how new Customers are trained, how Service Provider will perform knowledge transfer, how transition of services from Customer to Service Provider will be managed, how SLAs will be implemented and reported, how Customers will be invoiced for services. Plan should include Service Provider's ongoing approach to market services to potential new customers throughout the life of the contract.

A.4 RESERVED

A.5 RESERVED

B.0 RECURRING CRITICAL DELIVERABLES – INTRODUCTION

This Attachment sets forth certain obligations of Service Provider regarding Recurring Critical Deliverables. If Service Provider fails to deliver to DIR any Recurring Critical Deliverables as described below, in format and content acceptable to DIR, DIR at its discretion may prohibit the Service Provider from engaging with STC Customers for Services.

Unless otherwise specified below, Service Provider shall provide each Recurring Critical Deliverable set forth in Attachment 3-A on or before the Deliverable date indicated in Attachment 3-A. The Acceptance Criteria and DIR Sign-off Matrix will be developed prior to the Effective Date and will be in the format referenced in Section C of this document.

B.1 Annual Technology Plan and Roadmap

Service Provider will provide updates to the Technology Plan and the Technology Road Map to the MSI to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete its portions of the Technology Roadmap and Technology Plan in alignment with the established annual deliverable cycle. The Technology Roadmap will comply with the requirements of Section 9.5(d) of the Master Services Agreement, subject to approval by DIR. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and STC Customers. The Technology Roadmap will be updated at least annually in alignment with the annual Technology Plan and Roadmap deliverable cycle.

For the Rate Card Resources Service Provider, the annual technology plan should include an evaluation of the rate card resource requests made in the previous year, the quality and timeliness of Service Provider's fulfillment of those requests, and an evaluation of the STC customers' expected needs for rate card resources in the coming year. The roadmap should include the steps and timeline required for the Service Provider to be able to fulfill the expected future needs as well as any actions the Service Provider intends to make to improve quality and timeliness of fulfilling customers' needs. The proposed actions should include any proactive technical information and analysis regarding security best practices in the industry as it pertains to the Shared Technology Services Security Program. The intent is to recommend processes and procedure improvements as applicable to Customers that will improve the overall security posture.

B.2 RESERVED

B.3 Service Management Manual Currency – Quarterly Report

The MSI will provide an annual schedule for reviewing and updating all sections of the Service Management Manual (SMM). The MSI will provide a quarterly report of the review findings which demonstrates the currency and accuracy of the SMM sections reviewed in that quarter. The MAS SCP will provide updates to its SMM sections accordingly.

B.4 Customer Satisfaction Improvement Plan

The MSI is responsible for providing a third party Customer Satisfaction survey annually. Three (3) months after the results of the Customer Satisfaction Surveys are available, the MAS Service

Provider shall provide an improvement plan in accordance with Section 7.6(c) of the Master Services Agreement to address and improve the level of satisfaction. The customer satisfaction improvement plan shall be approved by DIR and reported against by the MAS Service Providers on a monthly basis. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.

B.5 RESERVED

B.6 RESERVED

C.0 DELIVERABLE ACCEPTANCE CRITERIA MATRIX

This section describes the process DIR will use for Acceptance of Milestone Deliverables that are committed to in the RFO. The Matrix provided below is an example of the template that will be used to capture Milestones/Deliverables and other information related to the acceptance process.

A thorough deliverable acceptance process that addresses deficiencies as early as possible to minimize impacts to the Services is critical. DIR and DIR Customer will review the Milestone Deliverables throughout the phases of development. Service Provider will solicit input from DIR and DIR Customer as the Milestone Deliverables are developed. Service Provider shall review the expectations in advance so as to obtain acceptance of the final Milestone Deliverable within the Acceptance Review Period. Feedback and suggestions received from DIR and DIR Customers will be incorporated into the Milestone Deliverable. The deliverable acceptance process will comply with **Section 4.6** of the Master Services Agreement and be formally documented in the Service Management Manual.

Example - Critical Deliverable Acceptance Matrix

Critical Deliverable	Acceptance Criteria	Sign-Off Authority	Lead Time for Review (days)
1.0			
2.0			
3.0			
4.0			
5.0			