



**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 25-B
Form of Service Proposal**

January 30, 2017

Service Proposal Terms and Conditions

Attachment 25-B is intended to serve as a standardized framework for entering into Service Proposals with STC Customers. This **Attachment 25-B** and each Service Proposal is hereby incorporated into and made part of the Agreement and governed by the Agreement and shall include, to the extent appropriate, the information described in the sample format below. Defined terms used in **Attachment 25-B** and the applicable Service Proposal shall have the meanings set forth in **Exhibit 1**.

Service Provider shall permit STC Customer the option to interview and approve Service Provider's Service Proposal lead positions (Service Proposal managers, technical leads, etc.). STC Customer may require Service Provider to, and Service Provider shall, extend or reschedule all or part of a Service Proposal per established Service Management process, including project change requests.

All Charges expressly specified in the Service Proposal and approved by the STC Customer shall be invoiced, and STC Customer shall pay the amounts payable in accordance with **Section 12** of **Exhibit 4**. No additional fees or expenses are applicable to Service Provider's performance of its obligations and the provision of the Services and Deliverables under such Service Proposal.

STC Customer may terminate a Service Proposal at any time for cause or, in accordance **Section 20** of the Master Services Agreement and Section 12 of the **Exhibit 4**.

Form of Service Proposal

Following is a Service Proposal SAMPLE format and is intended to provide preliminary guidance on the type and format of information the Service Provider is expected to provide when responding to a Service Request and/or Request for Solution. This SAMPLE format is neither all-inclusive nor finalized but will be agreed to by DIR and standardized prior to Services commencing. STC Customer Service Proposal acceptance will be electronically documented per the processes described in the Service Management Manual.



Texas DCS Service Proposal

<Vendor>

<STC Customer>

<Project Name>

<REQ #/WO#>

<Date>

Version: <#>

This Service Proposal is made and entered into as of the [__] day of [_____], 20[__] (the “**Service Proposal Acceptance Date**”) by and between **STC Customer**, and **Service Provider**.

This Service Proposal is issued under and subject to the Service Provider and STC Customer agreement, as the same may be amended from time to time in accordance with its terms, the “**Agreement**” or “**MSA**”, the terms of which are incorporated herein by reference.

NOW THEREFORE, in consideration of the premises and mutual consents set forth below, the STC Customer and Service Provider hereby agree as follows:

1.0 DEFINITIONS

Capitalized terms used herein and not otherwise expressly defined shall have the respective meanings assigned to them in **Exhibit 1** of the Agreement.

[Define any terms used in this Service Proposal that do not exist in Exhibit 1 or other Exhibits.]

2.0 SERVICE PROPOSAL NAME AND BUSINESS CASE SUMMARY

[List the STC Customer project name and address the “who”, “what”, “where”, “when”, and “why” of the project which may include STC Customer Request for Solution business case information, including any, testing requirements, documentation and/or STC Customer training required.]

3.0 COMPETENCY PLAN

[Identify and briefly describe the value and capabilities Service Provider brings to this solution.]

4.0 EXISTING STC CUSTOMER AND CONSTITUENT ENVIRONMENT

[Identify and briefly describe the relation of each stakeholder or constituent (citizens, employers, other agencies) to the Service Proposal.]

Stakeholders/Customers	Description

[Describe the processes and/or services that will be modified or automated by the Service Proposal. Include STC Customer and constituents (citizens, employers, other agencies) processes and/or services.]

Processes/Services	Description of Modifications/Automation

[Describe the existing STC Customer software that will be modified or replaced by the Service Proposal.]

Software	Description

[Describe the existing STC Customer hardware that will be modified or replaced by the Service Proposal.]

Hardware	Description

Hardware	Description

5.0 PROPOSED TECHNOLOGY ENVIRONMENT

[Describe Service Proposal software, including any technical factors that may be critical to project selection if applicable.]

Software	Description

[Describe the Service Proposal hardware, including technical factors that may be critical to project selection if applicable. Embed any applicable solution diagrams.]

Hardware	Description

[Embed network requirements, Disaster Recovery solution, an information technology security assessment, etc. or provide a location where this content is stored.]

6.0 PROPOSED SITE LOCATIONS

Address	Onsite, Onshore, Offshore	Responsible Party (STC Customer, SP, TPV)	Purpose

7.0 ASSUMPTIONS, DEPENDENCIES AND CONSTRAINTS

[List any Service Proposal assumptions, dependencies and constraints, including key risks and mitigations, STC Customer resource requirements, lists of third party vendors/subcontractors, etc. Embed a risk plan if applicable.]

8.0 ROLES AND RESPONSIBILITIES

[List the Service Proposal participants Roles and Responsibilities, including third party vendors/sub-contractors and embed a project organization description and governance model, or provide a reference to the location where this information is maintained.]

RACI Definition	
Within the DCS Program, roles and responsibilities are usually described using the RACI mechanism. The definition of the letters used within the RACI tables is as follows:	
R	Responsible – Implying the main responsibility in delivering effort and skill
A	Accountable - Implying management (overrides R when both are implied)
C	Consulted - Implying assistance (both active and advisory)
I	Informed - Implying a requirement of the one responsible to report on the task

Responsibility	SP	STC Customer	Role X	Role X	Role X
Project Manager	R,A				

9.0 DELIVERABLES AND PAYMENT BASED MILESTONES

[Embed delivery plan, if applicable, or provide a reference to the location where this information is maintained.]

No	Deliverable	Payment Based Milestone (Yes/No)	Due Date	Acceptance Criteria	STC Customer Recipient
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					

10.0 SERVICE PROPOSAL SCHEDULE

[Embed MS Project Plan, or provide a reference to the location of where the schedule will be maintained, or list the schedule below. Include resources and start/end dates for each task/activity.]

Task/Activity	Resources	Start Date	End Date

11.0 SERVICE LEVELS AND QUALITY ASSURANCE

*[List applicable **Exhibit 3** Service Levels and describe the project quality assurance system.]*

12.0 ADDITIONAL WARRANTIES

[List applicable warranties.]

13.0 REPORTS

[Describe the communication protocols that will be used and list the applicable Exhibit 2 and Exhibit 13 reports that will be provided.]

Report	Frequency

14.0 SERVICE PROPOSAL CHARGES

*[Embed completed DCS MAS Cost Estimating tool (See RFO Appendix) and describe the pricing approach. Do not include **Exhibit 4** Volume Discounts.]*

15.0 PROJECT CHANGE REQUEST (PCR)

Either STC Customer or Service Provider may request a Service Proposal change as per the SMM. This Service Proposal may only be amended by a written instrument executed by the STC Customer and Service Provider.

16.0 SERVICE PROPOSAL TERM

The Service Proposal Term shall commence as of 12:00:01 a.m., Central Time on the Service Proposal Acceptance Date and continue until 11:59:59 p.m., Central Time, on [_____, 20[___]] (which shall be the date on which all Services are complete, including Warranty Services), unless extended by a PCR or terminated in accordance with the Agreement and **Exhibit 25** to the MSA, in which case the Service Proposal Term shall end at 11:59:59 p.m., Central Time, on the effective date of such termination or the date to which this Service Proposal is extended.

16.1 Commencement Date

For the purposes of this Service Proposal, the Commencement Date shall be [_____, 20[___]].