

# **State of Texas**

## **Department of Information Resources**



### **Attachment 1.1**

#### **Deliverables**

#### **Version 2.3**

#### **DIR-TPC-MSA-432**

Data Center Services

Texas Private Cloud, Facilities, and Computing Services

Change Log			
CCR	Amendment	Date	Description
CCR-000418	1	8/6/2020	Corrected payment milestones on the one-time and recurring deliverable tabs Corrected due date for Skills Assessment Results Updated SMMII deliverable acceptance criteria to delete reference to Navvia Added SOC Audit to Recurring Deliverables Tab as required by Exhibit 1, Section 3.18.1
CCR-000XXX		9/17/2020	Added language for Financial Forecast "or as such other time as mutually agreed to " to update due date for Attachment 1.1 Financial forecast from 10/1/2020 to 12/1/2020

<b>Overview</b>	
This document includes all Deliverables required throughout the RFO and Respondent response, including any and all Transition Deliverables with verifiable criteria for acceptance.	
<b>Definitions of Fields</b>	
<b>Reference Number</b>	Unique identifier
<b>Name</b>	Name of the Deliverable
<b>Source</b>	Note the document and document section
<b>Description</b>	Description of the activities comprising the Deliverable
<b>Minimum Acceptance Criteria</b>	Description of Acceptance Criteria that will indicate completion of the milestone or Deliverable.
<b>Critical (C) or Payment (P)</b>	As outlined in Exhibit 1, Table 1 Terms and Definitions,  Critical deliverable (C) credits can be found in Attachment 1.2 Service Level Matrix and Payment (P) deliverables are referenced in Attachment 2.1 Pricing and Volumes.
<b>Due Date (mm/dd/yy)</b>	Date when the Deliverable will be completed in mm/dd/yy format.

Reference ID	Deliverable Name	Contract Reference	Description	Minimum Acceptance Criteria (Specific, Measurable, Time bound Outcomes)	Critical (C)	Payment Deliverable (to be determined during Negotiations)	Due Date (mm/dd/yy)	Proposed # of deliverable reviews
1.1	Transition Project Plan	TBD	The document will include the Successful Respondent's transition tasks and activities necessary to successfully migrate all applicable Services from the current Contract	<p>The detailed Transition Project Plan must include:</p> <ul style="list-style-type: none"> <li>Detailed task/Work Breakdown Structure for transition, inclusive of all activities, deliverables, dependencies</li> <li>Risk Register</li> <li>Project Integration – among DIR, reliant or dependent DCS SCPs, MSI and DCS Customers;</li> <li>Stakeholder goals and expectations;</li> <li>Project Scope;</li> <li>Project Time;</li> <li>Project Schedule Management Plan;</li> <li>Project Change Management;</li> <li>Project Quality Measures and Management Plan;</li> <li>Project/Transition Staffing Plan;</li> <li>Project Communications;</li> <li>Documented proof of required 3 reviews conducted with DIR prior to final submission.</li> <li>Plan for validating conducting inventory, and implementing automated discovery tools for tracking and reporting on all operational hardware, software, appliances, etc. on supported Service elements and devices;</li> <li>Plan and associated timelines for developing APIs and other system integrations to support automated reporting, data feeds, etc. into the MSI tools, including any known interdependencies or resource requirements from MSI, DIR, or other SCPs.</li> <li>A description of the documentation, methods and procedures, personnel and organization the Successful Respondent will use to perform the Transition;</li> <li>Any other information and planning artifacts as are necessary such that the Transition takes place on schedule and without disruption to DCS Customer operations;</li> <li>A definition of completion criteria for each phase of the Transition Plan, with required specificity such that all Parties may objectively determine when such phases have been completed in accordance with the plan;</li> <li>Validation of Successful Transition including user acceptance and assessment of acceptable performance with respect to</li> </ul>	Yes	Yes	Effective Date +20 Days	3
1.2	Operational Readiness Assessment	TBD	The Successful Respondent will provide documentation to support its readiness to operate and maintain the functionality deployed and recommend strategies to ensure DIR, DIR customers, and DCS SCPs are prepared to support any new system functionality	<ul style="list-style-type: none"> <li>Confirmation of integration with MSI and other SCPs as required</li> <li>Documented proof of required 4 reviews conducted with DIR prior to final submission.</li> <li>Confirmation of alignment with MSI processes/procedures in the SMMs and identification of any critical gaps in documentation or processes</li> <li>Updated Key Personnel contact information and staff employment status</li> <li>Documented operational processes/procedures needed to deliver Services and status of publication on the MSI portal</li> <li>Status of Software license transfers</li> <li>Status of hardware transfers</li> <li>Status of lease transfers</li> <li>Billing process including detail for invoices</li> <li>Completion of operating agreements between the Successful Respondent and the MSI and Service Component Providers (SCPs)</li> <li>Knowledge transfer programs</li> </ul>	Yes	Yes	Commencement Date -30 Days	4
1.3.1	SMM Documentation Phase I	TBD	The Successful Respondent will document appropriate policies, processes, and procedures for inclusion in the SMM.	<p>Publication of a .doc document that describes how the SMM requirements will be satisfied:</p> <ul style="list-style-type: none"> <li>- Structure and hierarchy</li> <li>- Document templates</li> <li>- Descriptions of contents for SMM implementation phases I-III</li> </ul> <p>Documented proof of required 2 reviews conducted with DIR prior to final submission.</p> <p>Publication of required Phase I SMM sections as defined in Attachment 4 SMM Content and Organization</p> <ul style="list-style-type: none"> <li>• SMM content aligned with SMM Phase I contents and structure</li> <li>• Processes reflect the requirements of the Agreement</li> <li>• Detailed descriptions of policies, processes, and procedures are documented in the manual.</li> <li>• Roles and responsibilities are defined for Respondent, MSI, DIR, other SCPs, and/or DIR Customers as appropriate.</li> <li>• Dependencies and relationships are documented.</li> <li>• Risks associated with procedures are identified and mitigation strategies documented for each risk.</li> <li>• The policies and procedures are consistent with the proposed project approach</li> </ul>	Yes	Yes	Effective Date + 20 Days	2
1.3.2	SMM Documentation Phase II	TBD	The Successful Respondent will document appropriate policies, processes, and procedures for inclusion in the SMM.	<p>Publication of a .doc document that details the processes support the SMM requirements:</p> <ul style="list-style-type: none"> <li>- Roles and responsibilities</li> <li>- Inputs and outputs</li> <li>- Published UAT results confirm SMM is performing as expected, in accordance with the SMM requirements, and contains the expected content</li> </ul> <p>Documented proof of required 2 reviews conducted with DIR prior to final submission.</p> <p>Publication of required Phase II SMM sections as defined in Attachment 4 SMM Content and Organization</p> <ul style="list-style-type: none"> <li>• SMM content aligned with SMM Phase II contents and structure</li> <li>• Processes reflect the requirements of the Agreement</li> <li>• Detailed descriptions of policies, processes, and procedures are documented in the manual.</li> <li>• Roles and responsibilities are defined for MSI, SCPs, DIR, and/or DIR Customers as appropriate.</li> <li>• Dependencies and relationships are documented.</li> <li>• Risks associated with procedures are identified and mitigation strategies documented for each risk.</li> <li>• The policies and procedures are consistent with the proposed project approach</li> </ul>	Yes	Yes	Commencement -10 Days	2

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1.3.3	SMM Documentation Phase III	TBD	The Successful Respondent will document appropriate policies, processes, and procedures for inclusion in the SMM.	<p>Publication of a .doc document with:</p> <ul style="list-style-type: none"> <li>- the summary of the Phase III scope</li> <li>- the hyperlinks to SMM artifacts in the SMM repository</li> <li>- the screenshots from SMM repository on how to navigate and to find the SMM artifacts</li> </ul> <p>Documented proof of required 2 reviews conducted with DIR prior to final submission.</p> <p>Publication of required Phase III SMM sections as defined in Attachment 4 SMM Content and Organization</p> <ul style="list-style-type: none"> <li>• SMM content aligned with SMM Phase III contents and structure</li> <li>• Processes reflect the requirements of the Agreement</li> <li>• Detailed descriptions of policies, processes, and procedures are documented in the manual.</li> <li>• Roles and responsibilities are defined for MSI and DIR, SCP, and/or DIR Customers as appropriate.</li> <li>• Dependencies and relationships are documented.</li> <li>• Risks associated with procedures are identified and mitigation strategies documented for each risk.</li> <li>• The policies and procedures are consistent with the proposed project approach</li> </ul>	Yes	Yes	Commencement +60 Days	2
1.4	Facilities Systems Maintenance Plan	TBD	This document will describe the Successful Respondent's detailed plan for warranty and non-warranty maintenance on all equipment and systems located in both the Austin and San Angelo computing centers.	<p>This plan must include:</p> <p>Detailed maintenance plan for all equipment and systems, including, but not limited to, response times for remedial maintenance of vital systems, approach to address the 24-hour per day emergency services, telephone support and maintenance escalation procedures, and updated SMM</p> <p>Documented proof of required 2 reviews conducted with DIR prior to final submission.</p>	Yes	Yes	Commencement+90 Days	2
1.5	Site Disaster Recovery Plan	TBD	The Successful Respondent will document disaster recovery processes for the Austin and San Angelo data centers	<ul style="list-style-type: none"> <li>- Documented proof of working with the TSS and Security Operations SCP to obtain their input on recommended architecture principles and Technical Recovery Guide criteria for use in recovering an alternate data center.</li> <li>- Detailed Site Disaster Recovery Plan, including detailed Technical Recovery Guides for use in recovering an alternate data center.</li> <li>- Documented proof of required 2 reviews conducted with DIR prior to final submission.</li> </ul>	Yes	Yes	Commencement +90 Days	2
1.6	Skills Assessment	TBD	The Successful Respondent will deliver a skills assessment and training plan for all staff on account	<p>The plan should include:</p> <p>All resources currently and planned to be working on account. Plan should also include skills assessment for technical and non-technical factors, with trainings taken and scheduled to overcome gaps based on current and profiled against technology, organizational and operational model. Plan should include identification of near-term rotations or upskilling.</p> <p>Plan should also identify risk mitigation for DIR while resources are trained or upskilled.</p>	No	No	Effective Date +30 Days	0
1.7	Skills Assessment Results	TBD	The Successful Respondent will deliver the results and outcome of skills assessment and training plan for all staff on account	<p>The details should include:</p> <p>Results and outcomes of Staffing Assessment. Includes training planned versus trainings performed, planned rotations versus actual, as well as ongoing efforts, trainings, plans to be executed upon by date</p>	No	No	Tue 10/13/20	0
1.8	SDN Design	TBD	The Successful Respondent will deliver the SDN design specifications as captured in a .docx document that describes the intended scope of design for the Software Defined Network	<p>Publication and agreement on SDN design specifications as captured in a .docx document that describes the intended scope of design for the Software Defined Network in all locations including:</p> <ul style="list-style-type: none"> <li>- Documented proof of required 1 review conducted with DIR prior to final submission (March 15 HLD).</li> <li>- Document current environment integration and function points to be compared in testing</li> <li>- SDN goals and desired outcomes                             <ul style="list-style-type: none"> <li>- Improve Speed and flexibility of network adds/removes/changes</li> <li>- Orchestration/automation/network compliance</li> <li>- IP address/VLAN flexibility between ADC and SDC</li> <li>- Flexibility to extend the network and application software defined policies from private to public environments</li> <li>- An SDN that supports both virtual and physical workloads</li> <li>- Virtual workload micro-segmentation with physical security integration</li> <li>- Identify objectives specific to the improvement in speed and flexibility of network adds/removes/change</li> <li>- Identify objectives specific to flexibility for extending the network and application software defined policies from private to public environments</li> </ul> </li> <li>- IP Address Management Strategy</li> <li>- Cisco ACI and VMWare NSX - V</li> <li>- Identify tool changes and dependencies and/or impacts to SCPs, MSI, DIR, DIR Customers</li> <li>- Network architecture diagrams (as-is and to-be)</li> <li>- DR plan design changes to reflect IP virtualization capabilities</li> <li>- BOM and related procurement plan and timing</li> <li>- Process Changes that reflect the responsibilities of TPC and other SCPs/MSI</li> <li>- Process Changes that outline the touchpoints with DIR Customers</li> <li>- Process Changes that outline the integration points with the MSI</li> <li>- Test plan (including system, integration, user and regression)</li> </ul>	No	No	Wed 04/15/20	1

Reference ID	Deliverable Name	Contract Reference	Description	Minimum Acceptance Criteria (Specific, Measurable, Time bound Outcomes)	Critical (C)	Payment Deliverable (to be determined during Negotiations)	Due Date (mm/dd/yy)	Proposed # of deliverable reviews
1.9	HCI Design	TBD	The Successful Respondent will deliver the HCI design specifications as captured in a .docx document that describes the intended scope of design for the Hyper-Converged Infrastructure	<p>Publication and agreement on HCI design specifications as captured in a .docx document that describes the intended scope of design for the Hyper-Converged Infrastructure services for all installed locations including:</p> <ul style="list-style-type: none"> <li>- Documented proof of required 1 review conducted with DIR prior to final submission (March 29 HLD).</li> <li>- Document current environment integration and function points to be compared in testing</li> <li>- HCI goals and desired outcomes                             <ul style="list-style-type: none"> <li>- Horizontal scaling by adding, moving, and removing nodes to extend software-defined resources, thus enabling growth</li> <li>- Optimized IT stack that delivers a validated and pre-engineered fully supported platform for faster provisioning                                     <ul style="list-style-type: none"> <li>- Enhanced network and security capabilities with virtualization for more automated setup and operation</li> </ul> </li> </ul> </li> <li>- Identify objectives specific to the implementation of fully integrated compute, storage, networking and virtualization resources in a unified platform for the SDDC environment, including consolidated backup and recovery, hyperconverged storage, automation solutions, and required integrations for provisioning and orchestration and managed operations.</li> <li>- Identify tool changes and dependencies and/or impacts to SCPs, MSI, DIR, DIR Customers</li> <li>- Architecture diagrams (as-is and to-be)</li> <li>- BOM and related procurement plan and timing</li> <li>- Process Changes that reflect the responsibilities of TPC and other SCPs/MSI</li> <li>- Process Changes that outline the touchpoints with DIR Customers</li> <li>- Process Changes that outline the integration points with the MSI</li> <li>- Test plan (including system, integration, user and regression)</li> <li>- Implementation plan</li> </ul>	No	No	Wed 04/29/20	1
1.10	Phase 2 Project Plan Complete	TBD	The document will include the Successful Respondent's tasks and activities necessary to successfully Phase 2 initiatives.	<p>The detailed Phase 2 Project Plan must include:</p> <ul style="list-style-type: none"> <li>Detailed task/Work Breakdown Structure for Phase 2 initiatives, inclusive of all activities, deliverables, dependencies</li> <li>Risk Register</li> <li>Project Integration – among DIR, reliant or dependent DCS SCPs, MSI and DCS Customers;</li> <li>Stakeholder goals and expectations;</li> <li>Project Scope; Project Time; Project Quality Measures and Management Plan; Project Staffing Plan;</li> <li>Plan and associated timelines for developing APIs and other system integrations to support automated reporting, data feeds, etc. into the MSI tools, including any known interdependencies or resource requirements from MSI, DIR, or other SCPs.</li> <li>Any other information and planning artifacts as are necessary such that the Phase 2 project takes place on schedule and without disruption to DCS Customer operations</li> </ul>	No	No	Thu 07/30/20	0
1.11	BU - DPA Functionality and Reporting Testing	TBD	The Successful Respondent will deliver the test results to verify the successful implementation of the approach and design.	<p>Publication and agreement on DPA functionality and reporting system, integration, and user acceptance testing, captured in a document (.docx and/or .xlsx), that describes the outcome of the testing:</p> <ul style="list-style-type: none"> <li>- Test scenarios used to test</li> <li>- Test results                             <ul style="list-style-type: none"> <li>- No open critical or high priority defects</li> <li>- Medium priority defects have DIR approved business workaround</li> <li>- List of defects and their resolution status (closed, open with target dates and workarounds)</li> </ul> </li> <li>Testing results should include                             <ul style="list-style-type: none"> <li>- Validated integration with MSI</li> <li>- Customer acceptance of dashboard content and usability</li> <li>- Demonstrated capabilities for monthly ITFM reporting</li> <li>- Demonstrated capabilities of automated CMDB reconciliation process</li> </ul> </li> </ul>	No	No	Thu 08/20/20	0
1.12	Auto: UI Path Implementation	TBD	The Successful Respondent will deliver the test results to verify the successful implementation of the approach and design.	<p>Written documentation of DIR acceptance of UI Path Design and Implementation Plan (Transition milestone RN#7)</p> <p>Demonstration and publication of UI path functionality, including:</p> <ul style="list-style-type: none"> <li>- Process and procedure changes</li> <li>- Test plan execution and test results</li> <li>- Cutover approach</li> <li>- Tools integration (including MSI tools)</li> <li>- Workflow and automation</li> <li>- UI Path SMM and run book complete</li> <li>- KT to DIR including tool and process capabilities, configuration management plan</li> <li>- Demonstrated automation capabilities from automation desired outcomes agreed upon in the Design document (e.g. self-healing, ticket enrichment through automation, etc.)</li> <li>- Alignment with DIR Operations regarding any automation effort that has Customer billing impact (e.g. automated expansion of storage based on designated threshold)</li> <li>- Test cases to include:                             <ul style="list-style-type: none"> <li>* Incident Worked                                     <ul style="list-style-type: none"> <li>-acceptance or avoidance of event and incident and update record for escalation details for SCP</li> </ul> </li> <li>* Incident Closure                                     <ul style="list-style-type: none"> <li>-acceptance of Incident in work queue, working of Incident through to Closure with programmatic updates of Incident record</li> </ul> </li> <li>* Space Management                                     <ul style="list-style-type: none"> <li>- file system reaches % utilization, automate expansion of file system or delete temp files with all necessary details and documentation by automated agent</li> </ul> </li> </ul> </li> <li>* Plus additional tests defined in Plan (Transition milestone RN#7)</li> </ul>	No	No	Tue 09/15/20	1

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1.13	Auto: Ansible Implementation	TBD	The Successful Respondent will deliver the test results to verify the successful implementation of the approach and design.	Written documentation of DIR acceptance of Ansible Design and Implementation Plan (Transition milestone RN#15) Demonstration and publication of Ansible functionality, including: - Process and procedure changes - Test plan execution and test results - Cutover approach - Tools integration (including MSI tools) - Workflow and automation - Ansible SMM and run book complete - KT to DIR including tool and process capabilities, configuration management plan - Demonstrated automation capabilities from automation desired outcomes agreed upon in the Design document (e.g. automated provisioning, FW rule changes, automated service requests, etc.) * Plus additional tests defined in Plan (Transition milestone RN#15)	No	No	Tue 09/15/20	1
1.14	Wave 1 Automation	TBD	The Successful Respondent will deliver the test results to verify the successful implementation of the approach and design.	Publication and agreement on Wave 1 automation functionality system, integration, and user acceptance testing, captured in a document (.docx and/or .xlsx), that describes the outcome of the testing: - Test scenarios used to test - Test results - No open critical or high priority defects - Medium priority defects have approved business workaround - List of defects and their resolution status (closed, open with target dates and workarounds) Testing results should include - Validated integration with MSI - Customer acceptance of content and usability - Demonstrated capabilities Wave 1 automation objectives captured in Service Evolution plan, validated by DIR and DIR Customer - Demonstrated capabilities of automation objectives, due on or prior to Commencement, captured in ANC-113-01 SR Automation Completion document, validated by DIR and DIR Customer Publication in ServiceNow of configuration changes made to Automation tools in order to enable Wave 1 automation.	Yes	Yes	Tue 09/15/20	0
1.15	BU - DPA Implementation Complete	TBD	The Successful Respondent will deliver documentation to validate production readiness.	Written documentation of DIR Acceptance of DPA Approach and Plan (Transition milestone RN#3) and DPA Testing (Deliverable 1.11) - All remaining test defects resolved or DIR approved business workaround	Yes	Yes	Tue 09/01/20	1
1.16	SDN - Ready for Migrations	TBD	The Successful Respondent will deliver documentation to validate production readiness.	Written documentation of DIR Acceptance of SDN Design (Deliverable 1.8), SDN Test Complete (Transition milestone RN#31) - All remaining test defects resolved or DIR approved business workaround	No	No	Tue 09/01/20	1
1.17	HCI - Ready for Migrations	TBD	The Successful Respondent will deliver documentation to validate production readiness.	Written documentation of DIR Acceptance of HCI Design (Deliverable 1.9), MSI Integration Plan (Transition milestone RN#30), HCI Test Complete (Transition milestone RN#32) - All remaining test defects resolved or DIR approved business workaround	No	No	Tue 09/01/20	2
1.18	Phase 1 Transition Milestones Complete	TBD	The Successful Respondent will deliver all Phase 1 interim and major milestones as defined in the final Phase 1 baseline schedule in accordance with defined Acceptance Criteria.	The submission of this deliverable is confirmation by the parties that all interim and major milestones, due to be completed according to the July 2020 monthly baseline schedule, are both submitted by SCP and accepted by DIR in writing in accordance with Acceptance Criteria defined in the Transition Milestone document following the transition governance framework and process.	Yes	Yes	Fri 09/18/20	0
1.19	Service Evolution Plan	TBD	The Successful Respondent will deliver documentation of the Service Evolution plan.	Written documentation of DIR acceptance of Service Evolution Program (RN#20) Documented proof of required 3 reviews conducted with DIR prior to final submission April 15, June 15, Aug 15). Publication and agreement on the Service Evolution Plan captured in a .docx document that includes: - Service Evolution Program objectives by workstream reported across programs and technology (e.g. Skills Alignment to Enterprise Roadmap and Automation Planning) - Measurable outcomes with committed delivery dates - Automation planning with business outcomes - Develop plan to implement transition parking lot items for additional phases of execution - Be consistent with DIR's strategic planning and shows how the Private Cloud Services will enable DIR and DIR Customers to achieve technology evolution, efficiencies, productivity improvements, cost savings, modernization, and enhanced operations, etc. - Initial design of governance model and success criteria	No	No	Tue 10/13/20	2
1.20	In-Flight: Complete all In-Flight Demands	TBD	The Successful Respondent will deliver documentation to validate the completion of in-flight demands.	Written documentation of DIR acceptance of monthly reporting updates and minutes (Transition milestones RN#14 May, #20 June, #24 July, #33 August) - All demands submitted prior to Commencement date are complete and closed out in ServiceNow in accordance with agreed upon governance process and plan reviewed and documented during monthly demand and project reporting meetings.	Yes	Yes	Fri 10/30/20	4

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1.21	SDDC Operational Readiness	TBD	The Successful Respondent will provide documentation to support its readiness to operate and maintain the functionality deployed for HCI, SDN, and Automation capabilities; collectively Software Defined Data Center capabilities.	Written documentation of DIR Acceptance of HCI Ready for Migration (Deliverable 1.17), SDN Ready for Migration (Deliverable 1.16), SDN Migration Plan (Transition milestone RN#51), Customer Refresh to HCI, Automation Wave 1 (Deliverable 1.14) - SDN and HCI Environments designed, built and tested and Customer workloads have been migrated and tested - Functionality must be at or exceed current operational levels - SDDC fully integrates existing tooling (where applicable), process, methods - Consumption reporting and billing integration - New and migrated workloads can directly access all services in SDN and Legacy networks * Discovery and CMDB, Applications, Infrastructure Services and Systems, Backup and Storage, Public Cloud resources - Intended business and functional benefits of SDDC have been established to exist in Production scenario * Orchestration and provisioning, Network transparency for Snapshots and DR testing, Improving security of infrastructure through isolation of workloads, Automated service resolution and event handling with virtual agent and event avoidance integrated within operations - Backup and Storage * Consolidated DPA tool with reporting at Agency level (correlated to current levels of reporting), Snapshots, BUR Freeze resolved, Replication tested within and across CDC as appropriate - Proof of successful automation of each of the proposed automations - Security test cases to include: * Create a test VM with a known vulnerability, Create event which compromises VM, Confirm security solution to event, Automation to isolate compromised VM	Yes	Yes	Mon 02/01/21	1
1.22	Wave 2 Automation	TBD	The Successful Respondent will deliver the test results to verify the successful implementation of the approach and design.	Publication and agreement on Wave 2 automation functionality system, integration, and user acceptance testing, captured in a document (.docx and/or .xlsx), that describes the outcome of the testing: - Test scenarios used to test - Test results - No open critical or high priority defects - Medium priority defects have approved business workaround - List of defects and their resolution status (closed, open with target dates and workarounds) Testing results should include - Validated integration with MSI - Customer acceptance of content and usability - Demonstrated capabilities Wave 2 automation objectives captured in Service Evolution plan, validated by DIR and DIR Customer - Demonstrated capabilities of automation objectives, due 9/1/20 - 7/15/21, captured in ANC-113-01 SR Automation Completion document, validated by DIR and DIR Customer Publication in ServiceNow of configuration changes made to Automation tools in order to enable Wave 2 automation.	Yes	Yes	Thu 07/15/21	0
1.23	BU - Consolidation Completion	TBD	The Successful Respondent will provide documentation of DIR acceptance to the completion of Customer migrations to standard backup-tools and decommission of non-standard tools.	Written documentation of DIR Acceptance of Non-Consolidated Backup Completion interim transition milestones (Transition milestones RN#s 61, 62, 63, 64, 65)	Yes	Yes	Mon 08/02/21	5
1.24	SDN Customer Migrations Complete	TBD	The Successful Respondent will provide documentation of Customer acceptance to the completed migration plans.	Written documentation of DIR Acceptance of Customer Migration Schedule (Transition milestone RN#50), Migration Plan (Transition milestone RN#51) - All Customers migrated to the SDN network as planned and governed	Yes	Yes	Sun 10/31/21	2
1.25	Phase 2 Transition Milestones Complete	TBD	The Successful Respondent will deliver all Phase 2 interim and major milestones as defined in the Phase 2 Project Plan in accordance with defined Acceptance Criteria.	The submission of this deliverable is confirmation by the parties that all interim and major milestones, due to be completed according to the TBD monthly baseline Phase 2 schedule, are both submitted by SCP and accepted by DIR in writing in accordance with Acceptance Criteria defined in the Transition Milestone document, following the transition governance framework and process.	Yes	Yes	Sun 10/31/21	0

Reference ID	Deliverable Name	Contract Reference	Description	Minimum Acceptance Criteria (Specific, Measurable, Time bound Outcomes)	Critical (C)	Payment Deliverable (to be determined during Negotiations)	Due Date (mm/dd/yy)
2.1	Annual Technology Plan and Roadmap	TBD	<p>The Respondent, with the support of TSS and other SCPs, shall complete a Technology Plan and Roadmap for each Texas Private Cloud Service on July 15th of each calendar year or as such time as mutually agreed to by DIR and the Successful Respondent. The Technology Plan shall include unique DIR Customer plans as appendices. The Technology Plan will be the basis for generation of technology roadmaps which will include schedules, dependencies, and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software and hardware. The Technology Plan will specify the solutions, plans, cost estimates, and schedules for achieving Technology Evolution goals for DIR Shared Services and Services.</p> <p>TSS, with the support of the Successful Respondent and other SCPs, shall manage ongoing updates to the Technology Plan as the Technology Roadmap to include proposed updates to reference technical architecture at software currency designations. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing for DIR and DIR Customers.</p> <p>The Successful Respondent shall develop and implement a Technology Plan that is consistent with DIR's strategic planning and shows how the Successful Respondent and SCPs will provide the Services to enable DIR and DIR Customers to achieve technology evolution, efficiencies, productivity improvements, cost savings, modernization, and enhanced security, etc</p>	<p>Publication and agreement on the Annual Technology Plan and Roadmap as captured in a .docx document and ServiceNow PPM that includes:</p> <ul style="list-style-type: none"> <li>- Output from the Annual Technology Summit</li> <li>- Schedules, dependencies, and requirements for introduction of new technology changes into the DCS environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels.</li> <li>- Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for DCS</li> <li>- Identification of specific, short-term steps and schedules for projects or changes with estimated timing for DIR and DIR Customers.</li> <li>- Be consistent with DIR's strategic planning and shows how the Private Cloud Services will enable DIR and DIR Customers to achieve technology evolution, efficiencies, productivity improvements, cost savings, modernization, and enhanced operations, etc.</li> </ul>	Yes	No	July 15th Annually
2.2	Annual Refresh Plan	TBD	<p>The Successful Respondent, through the MSI, shall deliver annually on January 15th or at such time as mutually agreed to by DIR and Successful Respondent, a Refresh Plan that addresses Refresh for all Equipment and Software for which a Refresh cycle is provided in Attachment 2 Financial Responsibility Matrix for the Successful Respondent.</p> <p>As a part of the Refresh plan, the Successful Respondent shall provide a recommendation to upgrade Software to N/N-1 levels and to Refresh Equipment in accordance with the Technology Plan and Technology Roadmap. Proposed Software version levels shall comply with the N and N-1 targets.</p> <p>Following the initial Refresh plan, the Successful Respondent shall include, subsequent Refresh Plans, a report describing the Refresh status of all Equipment and Software included in the Refresh plan.</p> <p>The Successful Respondent, with the support of the SCPs, will deliver quarterly updated Refresh Plans and refresh completion reports as interim deliverables demonstrating SCP progress toward attaining refresh goals identified in the plan.</p>	<p>Publication and agreement on the Annual Refresh Plan captured in a .docx document and ServiceNow PPM that includes:</p> <ul style="list-style-type: none"> <li>- Refresh forecast eligibility, dependencies, and recommendations for refreshing technology (hardware and software) in the Private Cloud Services environment for the upcoming year. These plans include views at the enterprise and DIR Customer levels.</li> <li>- Preliminary business-level assessment of the solutions, plans, cost estimates, and schedules for achieving Refresh goals (including software to n/n-1 levels) for Services.</li> <li>- A report identifying all refresh performed in the prior calendar year</li> </ul>	Yes	No	January 15th Annually
2.3	Annual Security Plan	TBD	<p>The Successful Respondent, through the MSI, shall deliver a Security Plan in accordance with the Statement of Work including the requirement to recommend improvements or enhancements for the security of state information and systems to stay current with the threat landscape.</p>	<p>Publication and agreement on the Annual Security Plan as described in Exhibit 1 and captured in a .docx document and tracked via a ServiceNow Project PPM that includes:</p> <ul style="list-style-type: none"> <li>- Draft schedules, dependencies, and recommendations that address security improvements, including new services, for the DCS Private Cloud environment for the upcoming year including Consolidated Data Center and other facilities as applicable, software and equipment deployment specifically for data and online security, annual security assessment findings, and other standard security concepts.</li> <li>- Business-level specification of the solutions, plans, cost estimates, and schedules for achieving Security goals for DCS Private Cloud.</li> <li>- Summary of performance vs. preceding Year Security Plan.</li> <li>- Summary of results from previous years security monitoring and measuring</li> <li>- Identify and recommend any changes in Security Scope, Policy, Roles, Responsibility Activities, or systems and tools.</li> <li>- Recommendations for investments and initiatives to improve the overall Security Program.</li> </ul>	Yes	No	October 1st Annually
2.4	Security Assessment Remediation Plan & Schedule	TBD	<p>For any a Assessment conducted pursuant to the Statement of Work, the Successful Respondent shall prepare a remediation plan and schedule, including remediation activities for all identified risks and vulnerabilities, in accordance with the standards provided in the Statement of Work for those actions within the Successful Respondent's systems. The MSI will monitor and report the status of all SCPs' remediation activities to ensure timely completion.</p>	<p>Publication and agreement on the Security Assessment Remediation Plan and Schedule as described in Exhibit 1 and captured in a .docx document and tracked via a ServiceNow Project PPM that includes:</p> <ul style="list-style-type: none"> <li>- Track and remediate risks as identified in the annual DCS risk assessment that is performed using the DIR-approved NIST 800-53 Moderate Controls risk assessment questionnaires, including:</li> <li>- Provide analysis of the results from the assessment that identifies security gaps and determines which issues must be remediated and make recommendations to DIR for tools, processes, and long-range planning improvements</li> <li>- Report on agreed remediation actions and status of all actions (resolved and open)</li> <li>- Provide documented results of remediated items</li> <li>- Provide schedules, dependencies, and activities that address remaining open security actions to remediate findings.</li> </ul>	Yes	No	May 1st Annually

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2.5	Annual Vulnerability Report	TBD	The Successful Respondent, via the MSI, shall deliver an Annual Vulnerability Report in accordance with the Statement of Work. The Successful Respondent shall provide to the MSI all vulnerability information, scan results, risk assessments, etc., that identify potential security vulnerabilities or risks in DIR's environments. The Successful Respondent shall evaluate vulnerabilities and recommend to DIR mitigation strategies for either DIR Customers or SCP to implement. Any Customer findings from these activities shall be timely parsed out Customer by Customer and communicated to the individual Customer cybersecurity teams so as to enable a response. The Successful Respondent shall report via the MSI relevant data trends each year and evaluate trend direction with suggested risk mitigation strategies.	Publication and agreement on the Annual Vulnerability Report captured in a .docx document that includes: - List of Service Providers (SCPs and MSI) required to run vulnerability scans - Proof scans were run and vulnerabilities were reported to the associated SCP and DIR Customer(s) - Proof scans were provided by the SCP directly to the DIR Governance, Risk and Compliance (GRC) tool - A status update of closed and open identified vulnerabilities and risk mitigation actions - Proof that on a quarterly basis, a review of all users assigned access to SCP systems was performed and access confirmed - A forward-looking schedule for the planned Security vulnerability testing, assessments and analysis.	Yes	No	March 1st Annually
2.6	Service Management Manual Currency - Quarterly Report	TBD	The Successful Respondent will comply with the MSI's established annual schedule for reviewing and updating the SMM. The Successful Respondent shall support the MSI in providing a quarterly report of the review findings which demonstrates the currency and accuracy of the SMM sections reviewed in that quarter. At the beginning of each calendar year, MSI will provide a schedule for the year that outlines the sections of the Service Management Manual that will be reviewed in each quarter. The schedule may be modified throughout the year per mutual agreement with DIR. The Successful Respondent shall provide content and updates according to the MSI's timeline to ensure SMM validity and currency.	Publication of the SMM review plan for the upcoming four quarters and report on the findings and updates made in the most recent quarter, including: - SMM review plan, agreed by DIR, by topics (e.g., sections, processes or functional area with timeline and participants. Plan is to include a listing of all documents or content included in the review (e.g., policies, processes, procedures, work instructions, templates). - Report of the review findings and updates made over the previous quarter.	Yes	No	Quarterly
2.7	Annual Customer Satisfaction Improvement Plan	TBD	Three (3) months after the results of the annual Customer Satisfaction Surveys are available, the Successful Respondent shall provide an improvement plan to measure the applicable improvement of the Services identified in the Customer Satisfaction Surveys as requiring improvement. The Successful Respondent shall work with MSI and other SCPs as appropriate to create improvements for each Service requiring improvement. The Customer Satisfaction Improvement Plan shall be approved by DIR and reported against by the MSI monthly or such other time as required by DIR.	Publication of the Customer Satisfaction improvement plan, including: - Action plans addressing issues identified in the previous survey across all Services and survey groups. - Definitions of the issue being addressed, targeted improvement, timeline, owners, and solution approaches. - Previously agreed SCP actions and activities. - Plans should be approved by DIR - Previous plan to have been reported against by the MSI monthly or such other time as required by DIR.	Yes	No	June 1st Annually
2.8	Customer Outreach Plan	TBD	The Successful Respondent shall provide a detailed Customer Outreach Plan that documents how the Successful Respondent will outreach to potential DIR Customers with information about DIR's Services offerings. The Plan shall identify potential DIR Customers by Shared Service and a strategy for communicating service options. The Plan shall also include a strategy for communicating new Services to existing DIR Customers. The Plan shall include the proposed materials the Successful Respondent will use to communicate the various Services.	Publish .docx document that describes how the Respondent will achieve the Annual Customer Outreach and Implementation Plan deliverable including: - Output from the Annual Outreach and Growth forum. - Campaign management and planning (annual campaign for upcoming fiscal year) - Lead capture and opportunity management (agreed roles, processes and procedures) - New customer solution management (agreed roles, processes and procedures) - Product development (annual collateral plan for upcoming fiscal year) - Approach to improve and accelerate new customer onboarding.	Yes	No	January 15th Annually
2.9	Disaster Recovery Test Plan and Schedule	TBD	The MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in the Statement of Work. The disaster recovery test plan and schedule shall be updated annually thereafter.	Publish .docx document(s) that describes the Annual Disaster Recovery Test Plan and Schedule including: - New schedule developed for the upcoming year inclusive of RTO/RPO for each system/application - Identifies major changes in requirements and new applications since the previous year's test - Report contains the list of eligible applications per customer not scheduled for testing - After approval, publish DR test plan and schedule - A narrative evaluation of the previous years' testing against the DR program objectives to determine areas of risk, indicating any DR program or process changes to be incorporated in the next years' test plan schedule.	Yes	No	June 1st Annually
2.10	Financial Forecast	TBD	Semi-annual forecast of Successful Respondent and SCP Charges and usage trends by Service (aligned with the State's fiscal year). The forecast must be inclusive of all Successful Respondent and SCP volumes and Charges, including Projects, New Services, and forecasted DIR Customer volume and Charge changes required to support their budgeting process. The forecast must include all known and expected changes captured as part of the Technology Plan and Capacity Management processes.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations Inclusive of information gained from Refresh Plan, Triage, Consolidation, Technology Plan, Capacity Planning, New/Special Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services.	Yes	No	Semi-annually on April 1st and October 1st or as such other time as mutually agreed to
2.11	Quarterly Refresh Plans	TBD	The Successful Respondent, with the support of the SCPs, will deliver quarterly updated Refresh Plans and refresh completion reports as interim deliverables demonstrating SCP progress toward attaining refresh goals identified in the plan.	Publication and agreement on the Quarterly Refresh Plan and Refresh completion reports captured in a .docx document and ServiceNow PPM that includes: - Refresh forecast eligibility, dependencies, and recommendations for refreshing technology (hardware and software) in the Texas Private Cloud Services environment for the upcoming year. These plans include views at the enterprise and DIR Customer levels. - Preliminary business-level assessment of the solutions, plans, cost estimates, and schedules for achieving Refresh goals (including software to n/n-1 levels) for Services. - A report identifying all refresh performed in the prior calendar year	No	No	Quarterly
2.12	DIR Shared Services Annual Review	TBD	Complete an Annual Review for each Texas Private Cloud Service in October of each calendar year.	The Annual Review shall contain the actual service volumes against the forecasted monthly volumes for the previous year, and forecasted service volumes for the next year. In addition, the review shall contain: (i) whether the Charges are consistent with DIR's forecasts and industry norms; (ii) the quality of the performance and delivery of the Services; (iii) whether the Successful Respondent or SCPs have delivered cost saving or efficiency enhancing proposals; (iv) the level and currency of the technologies and processes employed; (v) the operations and technology strategy and direction; (vi) whether the Successful Respondent and SCP Service Levels are achieving the desired outcome (including continuous improvement updates, more efficient measurement methodologies, modification, additions and deletions of services levels to align with strategy, and the Metric Inclusions and Data Sources for the Data Quality SLA), and (vii) such other things as DIR may reasonably require.	No	No	Annually on October 1st

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2.13	Quarterly Tech Plan and Roadmap	TBD	The Successful Respondent, in support of TSS, will deliver quarterly update Tech Plans and Roadmap reports as deliverables demonstrating SCP progress toward attaining goals identified in the plan as well as variances from standards.	Publication and agreement on the Quarterly Technology Plan and Roadmap as captured in a .docx document and ServiceNow PPM that includes: - Output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology change into the DCS environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for DCS	No	No	Quarterly
2.14	Annual Automation Plan	TBD	The Successful Respondent, with support of TSS and other SCPs, shall complete an Automation Plan for each Texas Private Cloud service on July 15th of each calendar year or as such time as mutually agreed to by DIR and the Successful Respondent. The Automation Plan will be the basis for process and tooling automation to eliminate events as well as automation of service restoration activities.	Publication and agreement on the Annual Automation Plan captured in a .docx document and ServiceNow PPM that includes: - Analysis of event and incident patterns with associated planning for continued improvements and measurements of success of previous automation execution. - Automation opportunities and recommendations for process and technology automation in the Private Cloud Services environment for the upcoming year. These plans include views at the enterprise levels. - Report on targets from previous plans with overall success and impacts to the environment. - Be consistent with DIR's strategic planning and shows how the Private Cloud Services will enable DIR and DIR Customers to achieve technology evolution, efficiencies, productivity improvements, cost savings, modernization, and enhanced operations, etc.	Yes	No	Annually on July 15
2.15	Semi-Annual Automation Plan	TBD	The Successful Respondent, in support of TSS, will deliver quarterly update Automation Plans demonstrating Texas Private Cloud SCP progress toward attaining process and tooling automation goals identified in the Automation Plan. This is the semi-annual refresh of the Annual Automation Plan	Publication and agreement on the Annual Automation Plan captured in a .docx document and ServiceNow PPM that includes: - Analysis of event and incident patterns with associated planning for continued improvements and measurements of success of previous automation execution. - Automation opportunities and recommendations for process and technology automation in the Private Cloud Services environment for the upcoming year. These plans include views at the enterprise levels. - Report on targets from previous plans with overall success and impacts to the environment.	No	No	Annually on Feb 15
2.16	Evergreen Staffing Results	TBD	The Successful Respondent will deliver an Annual Evergreen Staffing plan.	This plan should include the team and individual overall performance in driving higher Customer Satisfaction, progress in execution of an operating culture that drives Customer value. Details should also include identification of ways in which Training, Skills Rotations, Key Personnel development have contributed to service improvements and incorporation of best practices within the operations, maintenance and support of services	No	No	Annually on Feb 15
	SOCII Audit	SOW 3.18.1	Annual report to evaluate an organization's information systems that are relevant to security, availability, processing integrity, confidentiality or privacy. The criteria for these engagements are contained in the Trust Services Principles Criteria and Illustrations.	The report must be performed according to the requirements set out in Exhibit 1, SOW, Section 3.18.1. SOC 2 Reports	No	No	10 Business Day from the date Successful Respondent receives the final report from the external firm