

**State of Texas**

**Department of Information Resources**



**Attachment 1.1**

**Deliverables**

**Technology Solution Services (TSS)**

**DIR-TSS-MSA-435**

**September 4, 2020**

Change Log			
CCR	Amendment	Date	Description
CCR-000XXX	N/A	9/4/2020	<ul style="list-style-type: none"> <li>• Tab "Recurring Deliverables": added language for Financial Forecast ", or as such other time as mutually agreed to." to update Due Date for Financial Forecast, Deliverable ID# FF-TSS-001, from 10/1/2020 to 12/1/2020, to align with revised due date for the MSI Contract parent deliverable to allow for additional data to be incorporated due to the Next Generation DCS contracts commencing on September 1, 2020.</li> </ul>

Attachment 1.1 Deliverables

<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,
<b>Due Date (mm/dd/yy)</b>	Date when the Deliverable will be completed in mm/dd/yy format.

Reference ID	Deliverable Name	Description	Minimum Acceptance Criteria (Specific, Measureable, Timebounded Outcomes)	Critical (C)	Payment Deliverable (to be determined during Negotiations)	Due Date (mm/dd/yy)	Proposed # of deliverable reviews
1.1	Transition Project Plan	The document will include the SR'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>Documentation of required 2 reviews conducted with DIR prior to final submission.</li> <li>Plan for validating 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 inclusive of user acceptance and assessment of acceptable performance with respect to comparison to baseline operational and performance attributes collected during preceding phases (i.e., design, build, test) outlined herein;</li> <li>Project Communications, Action Items, Decisions and Risks/Issue Management; and</li> <li>Project Procurement</li> </ul>	Yes	Yes	Effective Date +20 Days	2
1.2	Operational Readiness Assessment	The SR 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>Documentation 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>Status 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 -30Days	4
1.3.1	SMM Documentation Phase I	The SR 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>Documentation of required 1 review 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	1

Reference ID	Deliverable Name	Description	Minimum Acceptance Criteria (Specific, Measureable, Timebouded Outcomes)	Critical (C)	Payment Deliverable (to be determined during Negotiations)	Due Date (mm/dd/yy)	Proposed # of deliverable reviews
1.3.2	SMM Documentation Phase II	The SR 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>- Tool in place with Service Management SMMs loaded</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>Documentation 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
1.3.3	SMM Documentation Phase III	The SR 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>Documentation 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	Tech Planning (Customer and Enterprise)		<p>Documented proof of required 2 reviews conducted with DIR prior to final submission.</p> <ul style="list-style-type: none"> <li>- May 15 checkpoint includes TSS facilitated workshop with MSI and DIR to walk-through as-is, to-be process and document current environment issues and opportunities for improvement</li> <li>- July 15 checkpoint to review draft deliverable</li> </ul> <p>Publication of a .docx document that details the processes support the Technology Planning requirements:</p> <ul style="list-style-type: none"> <li>- Framework and components of NextGen Enterprise Technology Plan</li> <li>- Framework and components of NextGen Customer Technology Plan</li> <li>- Document process and data inputs including requirements for analytics and associated data sources</li> <li>- Document process outputs and automated workflow approvals</li> <li>- Published test results to confirm SCP is performing as expected, in accordance with the SMM requirements, and contains the expected content</li> <li>- Detailed descriptions of policies, processes, and procedures are documented in the manual</li> <li>- Document approach for education and publishing of artifacts</li> <li>- Roles and responsibilities are defined for MSI, SCPs, DIR, and/or DIR Customers as appropriate</li> <li>- Risks associated with procedures are identified and mitigation strategies documented for each risk</li> <li>- Documented proof of completion of stakeholder training on to-be process (DIR, SCPs, MSI), leveraging MSI training platform.</li> <li>- Outcome of Operational Readiness includes Phase 2 activities to be included in Service Evolution for annual</li> </ul>	Yes		8/17/2020	2
1.5	Reference Architecture		<p>Documented proof of required 2 reviews conducted with DIR prior to final submission.</p> <ul style="list-style-type: none"> <li>- May 15 checkpoint includes TSS facilitated workshop with MSI and DIR to walk-through as-is, to-be process and document current environment issues and opportunities for improvement</li> <li>- July 15 checkpoint to review draft deliverable</li> </ul> <p>Publication of a .docx document that details the processes support the Reference Architecture Standards requirements:</p> <ul style="list-style-type: none"> <li>- Define framework and components</li> <li>- Define in flight activities currently being performed by DIR office of CTO</li> <li>- Document process and data inputs including requirements for analytics and associated data sources</li> <li>- Documented controls process to validate, monitor and report on exceptions to standards</li> <li>- Documented methods and integrations required fo management of product support and usability lifecycle, including intergration with MSI and vendors to manage product lifecycle and the impact to Enterprise Roadmaps within DCS program</li> <li>- Documented Architecture and Standards exceptions process</li> <li>- Document process outputs and automated workflow approvals</li> <li>- Published test results to confirm SCP is performing as expected, in accordance with the SMM requirements, and contains the expected content</li> <li>- Detailed descriptions of policies, processes, and procedures are documented in the manual</li> <li>- Document approach for education and publishing of artifacts</li> <li>- Roles and responsibilities are defined for MSI, SCPs, DIR, and/or DIR Customers as appropriate</li> <li>- Risks associated with procedures are identified and mitigation strategies documented for each risk</li> <li>- Documented proof of completion of stakeholder training on to-be process (DIR, SCPs, MSI), leveraging MSI training platform.</li> <li>- Outcome of Operational Readiness includes Phase 2 activities to be included in Service Evolution for annual</li> </ul>	Yes		8/17/2020	2

Reference ID	Deliverable Name	Description	Minimum Acceptance Criteria (Specific, Measureable, Timebounded Outcomes)	Critical (C)	Payment Deliverable (to be determined during Negotiations)	Due Date (mm/dd/yy)	Proposed # of deliverable reviews
1.6	Strategy Management Governance (TSS v SCP SRM)		Deliverable agreed upon by DIR with relevant details per SCP, including approach and working model detailing: - Service responsibility matrix breaking down service scope responsibilities between DIR, SCP and TSS regarding Solution and Strategy management, including Technology Planning, Refresh and technical currency, Reference Architecture standards and enterprise roadmaps, and Application Modernization services - development of Operating Agreements necessary for service delivery - a defined governance process with clear lines inputs, outputs, frequency and escalation paths	Yes		7/31/2020	
1.7	Phase 2 Project Plan Complete		The detailed Phase 2 Project Plan must include: Detailed task/Work Breakdown Structure for Phase 2 initiatives, inclusive of all activities, deliverables, dependencies Risk Register Project Integration – among DIR, reliant or dependent DCS SCPs, MSI and DCS Customers; Stakeholder goals and expectations; Project Scope; Project Time; Project Quality Measures and Management Plan; Project Staffing Plan; 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. 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	Yes		7/30/2020	
1.8	Phase 1 Transition Milestones complete		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		9/18/2020	
1.9	Phase 2 Transition Milestones complete		Defined in Attachment 1.1 Deliverables 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		7/1/2021	

Reference ID	Deliverable Name	Description	Minimum Acceptance Criteria (Specific, Measureable, Timebounded Outcomes)	Critical (C)	Payment Deliverable (to be determined during Negotiations)	Due Date (mm/dd/yy)
2.1	Annual Technology Plan and Roadmap	The Successful Respondent, with the support of the Respondent and other SCPs, shall complete a Technology Plan and Roadmap for each DIR Shared 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. The Successful Respondent, with the support of the other SCPs, shall manage ongoing updates to the Technology Plan as the Technology Roadmap to include proposed updates to reference technical architecture and 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. 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.	Publication and agreement on the Annual Technology Plan and Roadmap as captured in a .docx document and ServiceNow PPM that includes: <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		July 15th Annually
2.2	Annual Refresh Plan	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. As a part of the Refresh plan, the Successful Respondent shall provide a recommendation to upgrade Software to supported levels and to Refresh Equipment in accordance with the Technology Plan and Technology Roadmap. Following the initial Refresh plan, the Successful Respondent shall include, in subsequent Refresh Plans, a report describing the Refresh status of all Equipment and Software included in the Refresh plan.	Provide the MSI with the Successful Respondent's Annual Refresh Plan in the required format, to be included in the complete Annual Refresh Plan deliverable submission to DIR. Publication and agreement on the Annual Refresh Plan captured in a .docx document and ServiceNow PPM that includes: <ul style="list-style-type: none"> <li>- Refresh forecast eligibility, dependencies, and recommendations for refreshing technology (hardware and software) in the TSS 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		January 15th Annually
2.3	Quarterly Refresh Plans	The Successful Respondent, with the support of the SCPs, will deliver quarterly updated Refresh Plans and refresh completion reports as 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: <ul style="list-style-type: none"> <li>- Refresh forecast eligibility, dependencies, and recommendations for refreshing technology (hardware and software) in the TSS 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 Technology 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>	No		Quarterly
2.4	Annual Security Plan	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.	Provide the MSI with the Successful Respondent's portion of the Annual Security Plan in the required format, to be included in the complete Annual Security Plan deliverable submission to DIR.  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: <ul style="list-style-type: none"> <li>- Draft schedules, dependencies, and recommendations that address security improvements, including new services, for the DCS TSS 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 TSS Services.</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, Responsibilities, Activities, or systems and tools.</li> <li>- Recommendations for investments and initiatives to improve the overall Security Program.</li> </ul>	Yes		October 1st Annually

Reference ID	Deliverable Name	Description	Minimum Acceptance Criteria (Specific, Measureable, Timebounded Outcomes)	Critical (C)	Payment Deliverable (to be determined during Negotiations)	Due Date (mm/dd/yy)
2.5	Security Assessment Remediation Plan & Schedule	<p>Annually, the Successful Respondent will provide all remediation plans and associated schedules for any Assessment conducted pursuant to the Statement of Work.</p> <p>The Successful Respondent's remediation plans and schedules should include 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> <p>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:</p> <ul style="list-style-type: none"> <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		May 1st Annually
2.6	Annual Vulnerability Report	<p>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.</p>	<p>Provide the MSI with the Successful Respondent's portion of the Annual Vulnerability Report in the required format, to be included in the complete Annual Security Plan deliverable submission to DIR.</p> <p>Publication and agreement on the Annual Vulnerability Report captured in a .docx document that includes:</p> <ul style="list-style-type: none"> <li>- List of Service Providers (SCPs and MSI) required to run vulnerability scans</li> <li>- Proof scans were run and vulnerabilities were reported to the associated SCP and DIR Customer(s)</li> <li>- Proof scans were provided by the SCP directly to the DIR Governance, Risk and Compliance (GRC) tool</li> <li>- A status update of closed and open identified vulnerabilities and risk mitigation actions</li> <li>- Proof that on a quarterly basis, a review of all users assigned access to SCP systems was performed and access confirmed</li> <li>- A forward-looking schedule for the planned Security vulnerability testing, assessments and analysis.</li> </ul>	Yes		March 1st Annually
2.7	Service Management Manual Currency Quarterly Report	<p>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 MSI's 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.</p>	<p>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:</p> <ul style="list-style-type: none"> <li>- 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).</li> <li>- Report of the review findings and updates made over the previous quarter.</li> </ul>	Yes		Quarterly
2.8	Annual Customer Satisfaction Improvement Plan	<p>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.</p>	<p>Provide the MSI with the Successful Respondent's portion of the Annual Customer Satisfaction Improvement Plan in the required format, to be included in the complete Annual Customer Satisfaction Improvement Plan deliverable submission to DIR.</p> <p>Publication of the Customer Satisfaction improvement plan, including:</p> <ul style="list-style-type: none"> <li>- Action plans addressing issues identified in the previous survey across all Services and survey groups.</li> <li>- Definitions of the issue being addressed, targeted improvement, timeline, owners, and solution approaches.</li> <li>- Previously agreed SCP actions and activities.</li> <li>- Plans should be approved by DIR</li> <li>- Previous plan to have been reported against by the MSI monthly or such other time as required by DIR.</li> </ul>	Yes		June 1st Annually
2.9	Customer Outreach Plan	<p>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.</p>	<p>Publish .docx document that describes how the Respondent will achieve the Annual Customer Outreach and Implementation Plan deliverable including:</p> <ul style="list-style-type: none"> <li>- Output from the Annual Outreach and Growth forum.</li> <li>- Campaign management and planning (annual campaign for upcoming fiscal year)</li> <li>- Lead capture and opportunity management (agreed roles, processes and procedures)</li> <li>- New customer solution management (agreed roles, processes and procedures)</li> <li>- Product development (annual collateral plan for upcoming fiscal year)</li> <li>- Approach to improve and accelerate new customer onboarding.</li> </ul>	Yes		January 15th Annually

Reference ID	Deliverable Name	Description	Minimum Acceptance Criteria (Specific, Measureable, Timebounded Outcomes)	Critical (C)	Payment Deliverable (to be determined during Negotiations)	Due Date (mm/dd/yy)
2.10	Disaster Recovery Test Plan and Schedule	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. The Successful Respondent is responsible for participating in any disaster recovery exercises planned by the MSI and providing any needed information for the disaster recovery test plan and schedule.	<p>Publish .doc/.xls document(s) that describes the Annual Disaster Recovery Test Plan and Schedule including:</p> <ul style="list-style-type: none"> <li>- New schedule developed for the upcoming year inclusive of RTO/RPO for each system/application</li> <li>- Identifies major changes in requirements and new applications since the previous year's test</li> <li>- Report contains the list of eligible applications per customer not scheduled for testing</li> <li>- After approval, publish DR test plan and schedule</li> <li>- 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.</li> </ul>	Yes		June 1st Annually
2.11	Financial Forecast	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.	<p>Provide the MSI with the Successful Respondent's portion of the Financial Forecast in the required format, to be included in the complete Financial Forecast deliverable submission to DIR.</p> <p>Submit .xlxs document with: data, methodology, charges and volume views, rate data and calculations</p> <p>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.</p>	Yes		Semi-annually on April 1st and October 1st, or as such other time as mutually agreed to.
2.12	Quarterly Tech Plan and Roadmap	The Successful Respondent, with the support of the SCPs, will deliver quarterly updated Tech Plans and Roadmap reports as deliverables demonstrating SCP progress toward attaining goals identified in the plan as well as variances from standards.	<p>Publication and agreement on the Quarterly Technology Plan and Roadmap as captured in a .dox 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> </ul>	No		TBD
2.13	DIR Shared Services Annual Review	Complete an Annual Review for each Technology Solution Service in October of each calendar year. The Annual Review shall review the actual service volumes against the forecasted monthly volumes for the previous year, and forecast the service volumes for the next year. In addition, the Parties shall examine: (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		Annually June 6th
2.14	Evergreen Staffing Results	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		Annually on Feb 15