

**SIXTH AMENDMENT TO THE
MASTER SERVICES AGREEMENT**
between
**THE STATE OF TEXAS, ACTING BY AND THROUGH
THE TEXAS DEPARTMENT OF INFORMATION RESOURCES**
and
CAPGEMINI AMERICA, INC.

This Sixth Amendment (“Amendment”) is to the Master Services Agreement (“**Agreement**”), executed December 28, 2011, between the State of Texas, acting by and through the Texas Department of Information Resources (“**DIR**”), with its principal place of business at 300 West 15th Street, Suite 1300, Austin, Texas 78701, and Capgemini America, Inc. (“**Service Provider**”), a New Jersey corporation, with a principal place of business at 623 Fifth Avenue, 33rd Floor, New York, NY 10022.

RECITALS

WHEREAS, the Parties entered into the Agreement for Data Center Services dated December 28, 2011, with a Commencement Date of July 1, 2012; and

WHEREAS, the incumbent provider (IBM) of Data Center Services concluded its tenure prematurely on April 30, 2012 and in order to provide essential data center services beginning May 1, 2012, DIR required a short-term agreement for Service Provider, First Amendment, to provide Interim, Walk In Take Over (WITO) services for Data Center Services operations; and

WHEREAS, as a result of those additional services provided per WITO and to ensure the provision of data center services under this Agreement henceforth, the Parties required and agreed upon the Second and Third Amendment in which major contract milestones and deliverables were realigned to account for the additional resources required for WITO; and

WHEREAS, the Fourth Amendment aligned the Agreement with subsequent changes made to both Xerox Corporation and Xerox State and Local’s Master Service Agreements; and

WHEREAS, the Fifth Amendment was required to provide additional definitions and other changes meant to enhance the overall level of services provided to DCS Customers; and

WHEREAS, this Sixth Amendment provides for both the manner by which Service Level Agreements (SLA’s) are modified and the actual modification of certain SLA’s to provide for the on-going delivery of quality services by Service Provider through the imposition of meaningful measures that accurately reflect and respond to the current and changing needs of the DCS Customers.

NOW, THEREFORE, in consideration of the promises and covenants contained herein, the receipt and sufficiency of which are hereby acknowledged, the Parties agree to amend the Agreement as follows:

- I. Exhibit 3, Section 8, Additions, Modifications and Deletions of Service Levels, of the Agreement, shall be amended to include a new subsection 8.2, with all subsequent subsections of Section 8 to be renumbered accordingly. The new language shall read as follows:

8.2 Modification

DIR may modify Service Level commitments or measurement methodology in accordance with this Section 8.2 and by providing written notice in accordance with Section 4.

The Service Provider may propose modifications to Service Level measurement methodology for DIR approval. Service level measurement methodology may be modified by updating Exhibit 3-B.

For any Service Level commitments associated with modified Service Levels, the Parties shall attempt in good faith to agree on a modification to current Service Level commitments using industry standard measures or third party advisory services. In the event the Parties cannot agree on proposed modifications, Section 19, Dispute Resolution and Section 2.4.1 of Exhibit 6, Escalation Process, of the Agreement, apply.

- II. Attached Appendix 1 of this Sixth Amendment, Attachment 3-A, Service Level Matrix, shall replace in its entirety and supersede all previous agreements relating to Attachment 3-A, Service Level Matrix, of the Agreement.
- III. Attached Appendix 2 of this Sixth Amendment, Attachment 3-B, SLA Definitions, Tools, Methodologies, shall replace in its entirety and supersede all previous agreements relating to Attachment 3-B, SLA Definitions, Tools, Methodologies, of the Agreement.
- IV. General Terms and Conditions
 - (a) Capitalized terms not defined herein shall have the same meanings as set forth in the Agreement.
 - (b) All other provisions of the Agreement not specifically amended hereby remain in full force and effect. In the event of conflict among provisions, the provisions of this Amendment shall take precedence over the terms of the MSA.

IN WITNESS WHEREOF, Service Provider and DIR execute this Amendment effective November 1, 2012.

THE STATE OF TEXAS,
acting by and through
THE TEXAS DEPARTMENT OF INFORMATION RESOURCES
Signature on file.

By: _____
Name: Carl Marsh
Title: Chief Operating Officer

CAPGEMINI AMERICA, INC.
Signature on file.

By: _____
Name: Steve Reichert *12-31-12*
Title: Service Delivery Executive



